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November 12, 2014

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

BOARD MOTION – JULY 29, 2014
MOTION BY SUPERVISOR MICHAEL D. ANTONOVICH
ASSISTANCE AND SERVICES FOR VICTIMS

In accordance with the Board's July 29, 2014 motion, the District Attorney's Office is providing a report to respond to the information requested, specifically;

1. The resources available to victims under the California Victim Compensation Program and to the Victim-Witness Assistance Program administered locally by the District Attorney's Office;
2. Identify gaps in the program, including assistance to victims for which resources are unavailable or unallowable under the state's program;
3. Provide recommendations on ways services and assistance to victims can be enhanced at the local level.

SUMMARY:

The Los Angeles District Attorney's Office (LADA) works diligently with the resources available to make sure victims are aware of their rights and have access to a full array of services. Like the Board of Supervisors, we recognize that the criminal justice system relies, to a large degree, on the bravery of crime victims who come forward in an effort to hold criminals accountable for their crimes and improve the safety of our community.

The Board of Supervisors is to be commended for the support it has shown the District Attorney's Office in its pursuit of justice.

At every step, Los Angeles County must support victims to the fullest of its ability. With the resources at its disposal, LADA has strived to do so effectively. But more can be done to make sure that the roughly 45,000 victims of violent crime in Los Angeles County receive the full breadth of services available to them. Moreover, further steps must be taken to make sure that every effort is made to obtain enforceable court orders for restitution from convicted offenders to be paid to victims.

In the Victim Services Report provided with this letter, LADA will address the services it provides, gaps in services and what can be done to improve the services available to crime victims.

RECOMMENDATIONS:


Recommendations are set forth in the Victim Services Report provided and are summarized here as follows:

- 1) LADA develop and present a comprehensive Strategic Plan to address the gaps in service delivery to victims identified in this report. LADA will encourage the Board of Supervisors to reinforce the County's firm commitment to reducing the trauma that victims suffer at the hands of criminals.
- 2) The Board of Supervisors create a working group of representatives from multiple departments to make recommendations on the formation of a local restitution collection system with authority to collect restitution from individuals sentenced to county prison pursuant to Penal Code section 1170(h); individuals subject to mandatory supervision on blended/split sentences; individuals on post release community supervision; and, individuals released without probation supervision following incarceration in county prison. The group should include representatives of the District Attorney, Los Angeles Sheriff's Department, Probation Department, Auditor-Controller, Treasurer Tax-Collector and the Countywide Criminal Justice Coordination Committee.
- 3) The Board of Supervisors direct the Countywide Criminal Justice Coordination Committee (CCJCC) to explore opportunities for the County and the Court to mitigate the financial impact on victims emanating from participation in the criminal justice process.

The Honorable Board of Supervisors
November 12, 2014
Page 3 of 3

This response and corresponding Victim Services Report support the Board's direction to improve services to victims in Los Angeles County.

Respectfully submitted,



JACKIE LACEY
District Attorney

pc

Attachment

c: Executive Officer, Board of Supervisors
 Chief Executive Office, William T Fujioka
 Los Angeles County Sheriff, John L. Scott
 Probation, Jerry Powers
 Auditor Controller, John Naimo
 Treasurer Tax-Collector, Joseph Kelly
 Countywide Criminal Justice Coordination Committee, Mark Delgado



Los Angeles County District Attorney's Office

Status of Victim Services

Jackie Lacey
District Attorney

TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
CHAPTER ONE	6
History of County Victim Services and the Victim-Witness Assistance Program	
CHAPTER TWO	26
Major Issues Impacting Victim Services	
CHAPTER THREE	30
Gaps in Services for Victims	
BIBLIOGRAPHY	42
APPENDICES:	
Victim Assistance Program Rosters	A – I
VWAP Organizational Chart with Position Funding Sources	A – II
VSR and SVSR Job Classification Specifications	A – III
LADA “Victims Know Your Rights” Pamphlet	A – IV
LADA “Marsy’s Law” Pamphlet	A – V
VWAP List of Memorandums of Understanding and Operational Agreement	A – VI
REP Organization Chart with Position Funding Sources	A - VII

REPORT ON VICTIM SERVICES IN LOS ANGELES COUNTY

EXECUTIVE SUMMARY

Los Angeles County has a distinguished history as a pioneer in the victim services movement.

In 1977, a group of volunteers, led by the late Mia Baker, approached the District Attorney's Office with the idea of creating a workforce to provide needed services to crime victims and witnesses. Those volunteers and then-District Attorney John Van de Kamp recognized that crime victims, through no fault of their own, were thrust into the criminal justice system with no assistance. They established one of California's first victim services programs.

Six years later, the state Legislature established Victim-Witness Assistance Programs (VWAP) in every county. That same year, the Board of Supervisors designated the District Attorney's Office as the official provider of victim services in Los Angeles County.

The Los Angeles County District Attorney's Office (LADA) served as a model for these programs throughout California. We continue to serve as a leader in this area.

LADA works diligently with the resources available to make sure victims are aware of their rights and have access to the full array of services. Like the Board of Supervisors, we recognize that the criminal justice system relies, to a large degree, on the bravery of crime victims who come forward in an effort to hold criminals accountable for their crimes and improve the safety of our community. The Board of Supervisors is to be commended for the support it has shown the District Attorney's Office in its pursuit of justice.

At every step, Los Angeles County must support victims to the fullest of its ability. With the resources at its disposal, LADA has strived to do so effectively. But more can be done to make sure that the roughly 45,000 victims of violent crime in Los Angeles County receive the full breadth of services available to them. Moreover, further steps must be taken to make sure that every effort is made to obtain enforceable court orders for restitution from convicted offenders to be paid to victims.

In this report, LADA will address the services it provides, gaps in services and what can be done to improve the services available to crime victims.

Victim Services

LADA operates within a network of approximately 58 VWAP programs -- one in each county -- with state and federal funding administered primarily through grants from the California Office of Emergency Services for direct services; and a Joint Powers contract with the California Victims Compensation Program to process victim compensation claims locally. With the Board's approval, each year LADA subcontracts to the Los Angeles City Attorney (LACA) 25 percent of its funding to operate the only city VWAP program in California. LADA offers victim services at 27 sites strategically located throughout Los Angeles County in courthouses, police stations and special prosecution units. The City of Los Angeles operates an additional 10 victim assistance sites, all at Los Angeles Police Department (LAPD) stations.

The award-winning staff of the District Attorney's Office works to ensure that victims are aware of and have access to all services available to them, that – if eligible – they may apply for victim compensation and that they are informed of their rights. Services are available to victims of felony and misdemeanor crimes even if criminal charges are never filed. More than 20,000 crime victims and their families are served annually by VWAP.

VWAP is divided into two units: One that provides direct services to crime victims and another that processes victim compensation claims. The District Attorney's Office also provides direct victim services through the Restitution Enhancement Program (REP).

As will be mentioned later in this report, because of the limited staff size, not all victims are aware of the services provided nor are they able to receive the full breadth of services.

Direct Services Division

Forty-seven LADA and eleven LACA advocates provided direct services to 24,078 crime victims and their families in Fiscal Year 2013-14.

This group of dedicated professionals are the first point of contact for victims for access to available services and provide aid to victims in a number of important ways.

VSRs are experts in all aspects of victim trauma, victimization and best practices service delivery. On a daily basis, they encounter victims who are likely to be highly traumatized. VSRs assess victims' needs; provide crisis intervention; make appropriate referrals to other service providers; and assist with victim compensation claims.

Claims Verification Unit

VWAP processes local victim compensation claims so victims of crime who suffered financial losses may recoup funds through the California Crime Victim Compensation and Government Claims Board.

Restitution Enhancement Program

The program includes a team of paralegals who work closely with deputy district attorneys to obtain court orders for restitution on behalf of victims in cases which the financial losses associated with the crime exceeds \$2,500. REP paralegals also work with the Los Angeles County Probation Department and the California Department of Corrections and Rehabilitation to collect restitution.

GAPS IN SERVICES

While the District Attorney's Office serves victims vigorously and admirably, more can be done.

LADA continues to be challenged with a daunting problem: how to maintain consistent and necessary staffing levels as funding for victim services remains static and/or is significantly below the level to competently meet the county's victim population service needs.

Last year, VWAP provided services to more than 20,000 crime victims and their family members. But there were approximately 45,000 victims of violent crime in Los Angeles County in 2012. With the passage of "Marsy's Law" in 2009, victims were given state constitutional rights in criminal cases and are seeking to more actively claim them.

LADA's current staffing resources cannot accommodate victim sites in all criminal court locations and other locations where victim sites could be strategically placed to provide better access to services for victims throughout Los Angeles County's expansive geographic area.

A critical need exists to assign additional VSRs to communities where service levels are severely stretched, such as South Los Angeles, downtown Los Angeles, Pomona and the Antelope Valley.

Victims served by the Los Angeles County Sheriff's Department stations and bureaus also would benefit from the presence of a VSR on site.

There also is a great need to provide specialized assistance to victims of hate crimes, human trafficking and financial crimes.

To increase restitution to crime victims, more REP paralegals are needed in courthouses to assist in the preparation of restitution orders. Currently, REP paralegals work in multiple court locations. Dedicated staff in each court would reduce the potential for oversight of a claim or an untimely submission, which can harm a victim's right to restitution.

The passage of AB109, the Criminal Justice Realignment Act, created a major service gap for some victims. The new law did not include a mechanism for collecting restitution from convicts who were sentenced to local jails.

Effective Jan. 1, 2015, the Board of Supervisors is empowered to create a local restitution collection system to address these concerns. Such a system must be created.

LADA is dedicated to helping as many crime victims as possible – to make sure that all sexual assault victims know about counseling programs; that all domestic violence victims know about resources that would help protect them from further abuse; and that the families of homicide victims know what to expect from the criminal court process.

CONCLUSION

Much has changed in the four decades since the formation of VWAP. But throughout, Los Angeles County has remained a leader and an example to the nation in crime victims' services. Recognition of the fact that victims have rights is at an all-time high. We must do all that we can to make sure that we maintain the extremely high standards we have set, meet the expectations of the County residents we serve and improve the services available to victims where we can.

RECOMMENDATIONS

The Los Angeles County District Attorney's recommends the following actions:

- 1) LADA develop and present a comprehensive Strategic Plan to address the gaps in service delivery to victims identified in this report. LADA will encourage the Board of Supervisors to reinforce the County's firm commitment to reducing the trauma that victims suffered at the hands of criminals. The Strategic Plan will offer proposals designed to do the following

- Make comprehensive services available to more crime victims suffering trauma and/or injury, while continuing to prioritize making services available for victims of violence and threats of violence;
 - Establish new sites, especially in LASD stations;
 - Raise service levels at existing sites with high crime, serving poor and marginalized victims;
 - Add to existing specialized advocacy units;
 - Enable staffing of new specialized advocacy units for emerging victim classes;
 - Expand services to victims traumatized by nonviolent crimes; and,
 - Add paralegals to five high volume sites to help victims obtain restitution orders.
- 2) The Board of Supervisors create a working group of representatives from multiple departments to make recommendations on the formation of a local restitution collection system with authority to collect restitution from individuals sentenced to county prison pursuant to Penal Code section 1170(h); individuals subject to mandatory supervision on blended/split sentences; individuals on post release community supervision; and, individuals released without probation supervision following incarceration in county prison. The group should include representatives of the District Attorney, Los Angeles Sheriff's Department, Probation Department, Auditor-Controller, Treasurer Tax-Collector and the Countywide Criminal Justice Coordination Committee.
- 3) The Board of Supervisors direct the Countywide Criminal Justice Coordination Committee (CCJCC) to explore opportunities for the County and the Court to mitigate the financial impact on victims emanating from participation in the criminal justice process.

REPORT ON VICTIM SERVICES IN LOS ANGELES COUNTY

CHAPTER ONE: HISTORY OF COUNTY VICTIM SERVICES AND THE VICTIM-WITNESS ASSISTANCE PROGRAM (VWAP)

“... [W]hen a crime is committed, the chief concern of criminal justice agencies has been apprehending and dealing with the criminal... [A]fter police leave the scene of the crime, the victim is frequently forgotten.”

Penal Code § 13835(b)

Early History:

Los Angeles County has a distinguished history as a pioneer in the victim services movement. In 1977, a group of volunteers led by Mia Baker approached the District Attorney's Office with the idea of creating a workforce to provide needed services to victims and witnesses of crime. They recognized that while the rights of criminal offenders were addressed, no resources were devoted to helping crime victims and witnesses who, through no fault of their own, were thrust into an “unfriendly” and secondarily traumatic criminal justice process. Then-District Attorney John Van De Kamp permitted these volunteers to establish one of the State's first victim services program “to humanize the criminal justice system and to make the victim whole.”

In 1983, the State Legislature enacted Penal Code §13835, establishing “local assistance centers” or Victim-Witness Assistance Programs in every county. LADA's Program, which had been operating for five years, provided a model for such programs throughout the state. The Legislature also established the State Restitution Fund to be the revenue source to fund VWAP programs. The Restitution Fund is supported by fines imposed by the court on every sentenced criminal defendant in every misdemeanor or felony case. No taxpayer dollars are directed to the Fund.

Pursuant to Penal Code § 13835.2, the Board of Supervisors designated the District Attorney's Office to be the “local agency” responsible to provide victim services.¹ This designation allows LADA to accept funds to assist victims from the State Restitution Fund and the Federal Victims of Crime Act (VOCA VWAP). VWAP has also secured a contract from the California Crime Victim Compensation Board (CalVCP) to process victim compensation claims locally pursuant to Government Code §§ 13954(c) and 13952.5(c). With approval from the Board of Supervisors, each year the District Attorney's Office

¹ Penal Code § 13835.2 sets forth the criteria the Board of Supervisors should use in selecting and recognizing the District Attorney's Office as the major provider of comprehensive services to victims and witnesses of all crime types in the county that includes: The capability to provide the comprehensive services set out in law, the goals and objectives of the center, the number of people to be served and the needs of the community, evidence of community support, the organizational structure of the agency that will operate the center, and the capacity of keeping records confidential as defined in this article.

subcontracts to the Los Angeles City Attorney's Office 25% of its funding to provide services to victims at several victim sites within the City's jurisdiction.²

VWAP has established victim sites at strategic locations throughout the county to make delivery of services more accessible to victims.³ In Fiscal Year 2013-14, VWAP assisted 24,078 new victims of crime, including 2,163 surviving family members of homicide victims. VWAP is the major access point for victim services in every community in the county. No other agency, public or private, has the responsibility, expertise, and capacity of VWAP to assist victims of all types of criminal activity.

"[I]t is therefore, the intent of the Legislature to provide services to meet the needs of both victims and witnesses of crime through the funding of local comprehensive centers for victim and witness assistance."

Penal Code § 13835

Los Angeles County's VWAP operates within a statewide network of established "local victim assistance centers" in every county. LADA VWAP is charged to carry out the legislative intent to lessen victim trauma by providing comprehensive services.⁴ All VWAP personnel are either District Attorney or City Attorney employees. Both LADA and LACA VWAP programs abide by the same rules and regulations governing VWAP programs throughout the state. VWAP services are available to crime victims on felony and misdemeanor cases, whether or not a case is submitted to prosecutors for filing; and whether or not charges are filed.

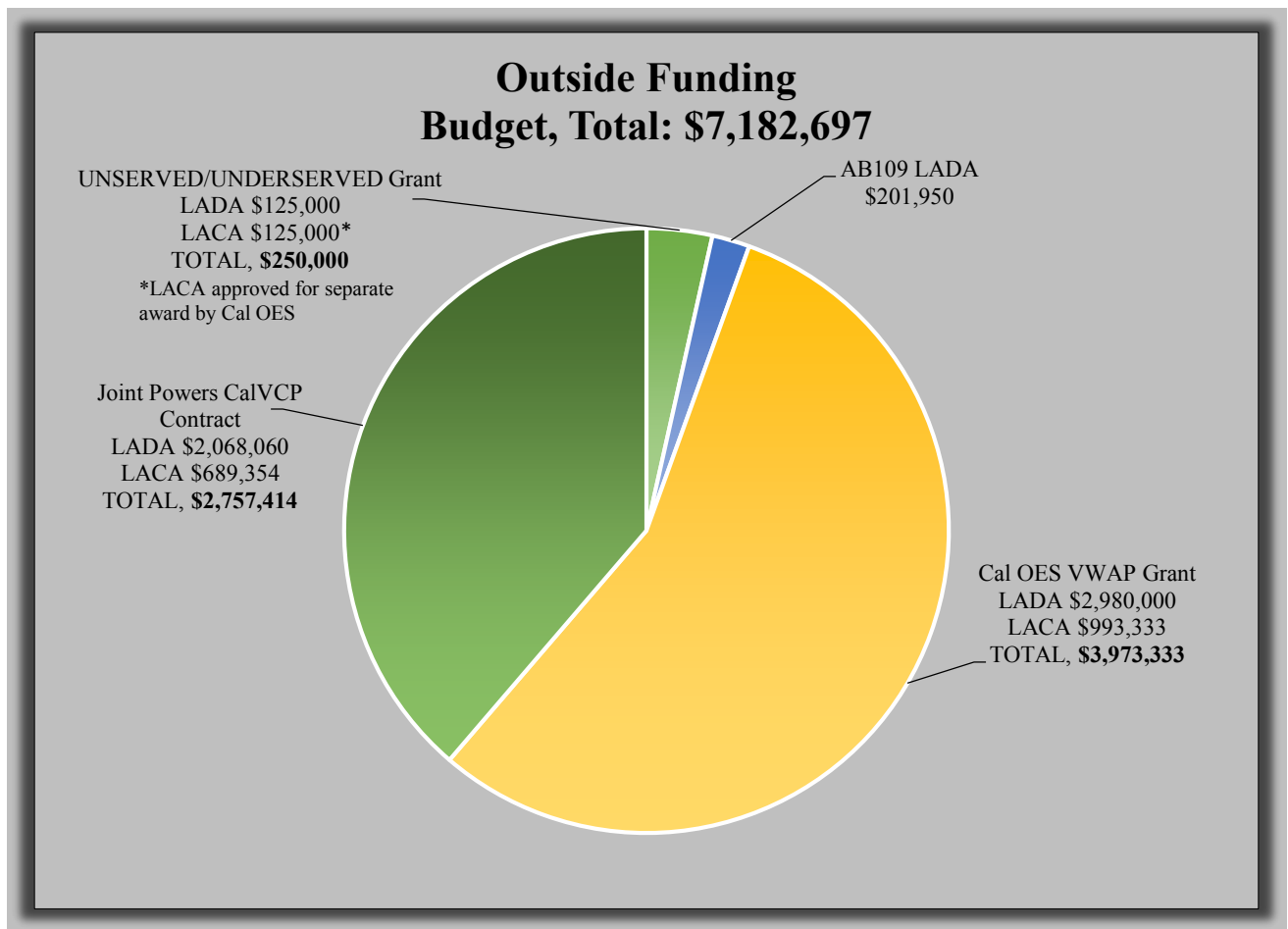
There are two separate VWAP sections. Direct Services Division (DSD) personnel work directly with victims and witnesses to deliver support services and assistance. The Claims Verification Unit (CVU) personnel work to process victims' CalVCP compensation claims to cover financial losses incurred as a result of the crime using eligibility criteria established by CalVCP.

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² The 25% subcontract applies only to funding from the Cal OES Victim Witness Assistance Program (VWAP) grant and the CalVCP Joint Powers contract for Claims Verification Unit. No other LADA VWAP funding is shared with the City's program. Also, each program is managed separately by its appointed Director. Whereas LADA VWAP has overall responsibility to coordinate services for the entire county; including within the City of LA, the LACA program service jurisdiction covers only select communities within the City of LA.

³ A list of current victim sites is included in Appendix I.

⁴ There are 58 California VWAP programs, one in each County as designated by that County's Board of Supervisors. Approximately 51 are based in District Attorney Offices; 3 in Probation offices; 1 in a Sheriff department; and 3 in non-profit community based agencies.



A primary funding source for LADA VWAP Direct Services Division is state and federal grants administered by the California Office of Emergency Services (CalOES)⁵ from a fund specifically set aside by the legislature to fund “local victim assistance centers.” The VWAP fund includes federal Victims of Crime Act (VOCA) and Violence Against Women Act (VAWA) funds; in addition to the State Restitution Funds. The VWAP grant requires LADA’s victim centers to perform the mandated services and activities listed in Penal Code § 13835.4 et. seq. In addition to the main VWAP grant, CalOES periodically awards both LADA and LACA VWAP “special grant funding” for services to marginalized victim populations as such funding becomes available.

The Claims Verification Unit (CVU) funding is exclusively from a Joint Powers Contract awarded by the State through the Victim Compensation and Government Claims Board (VCGCB), also known by its new name: California Victim Compensation Program (CalVCP). All CVU personnel, equipment, and operational costs are supported by a three-year contract, renewed at the sole discretion of CalVCP. According to the contract, LADA

⁵ Currently, Direct Services receives funding from Victim-Witness Assistance Program (VWAP) grant; Underserved Victims (UV) grant; and Realignment AB109 Funds. Please see Appendix II.

must abide by all policies, rules and regulations set by CalVCP in processing claims locally, especially as they relate to eligibility and benefit determination.

The Mission of VWAP:

“... [W]itnesses must make arrangements to appear in court regardless of their own schedules, child care responsibilities, or transportation problems. . . . [T]hey often find long waits, crowded courthouse hallways, confusing circumstances and, after testifying, receive no information as to the disposition of the case.”

Penal Code § 13835(d)

“Although (the VSR) helps me on almost a daily basis, today she went above and beyond the call of duty. I had a victim on a case here in court. The victim was extremely reluctant to testify and had been ordered back to court today. She appeared in court but had brought her four-year-old son who has developmental disabilities with her. The hearing wasn’t heard until late morning and, at about 10 a.m., the victim and child were at the end of their patience. The child was acting out and the mother was getting extremely frustrated with him, with me and with the proceedings and was threatening to leave. (The VSR) came down immediately upon my phone call, calmed the mother down, took her and the child to our waiting room and stayed with them for over an hour until the case resolved. When I came upstairs to inform the victim that the case was completed, she was calm and appreciative and the child was happily playing at the advocate’s feet and was sad to that he had to leave. This kind of assistance makes it possible for us to do our jobs and work with victims who have needs that we cannot always fulfill in the moment. The (VSR) helped make it possible to ensure this defendant admitted to domestic violence, the use of a gun, and pled to 7 years state prison; and that the victim, and her fellow victims, receive justice.”

(Family Violence Deputy District Attorney)

VWAP’s motto is “Helping Victims Become Survivors.” Its workforce consists of skilled professionals dedicated to this core mission: to mitigate victim and witness trauma resulting from criminal conduct and participation in the criminal justice process. *All services directly provided by VWAP personnel and services to process victim compensation claims are done free of charge to victims, witnesses, and their families.*

The list of mandated and optional services provided by VWAP personnel is set forth in Penal Code § 13835.5. The breadth of VWAP’s statutory mandate makes it well-suited and

positioned to meet the service needs of victims. The accessibility, availability and actual delivery of VWAP services in the County works as the legislature intended: trauma experienced by victim/witnesses is reduced; participation in the justice process is facilitated; and victims, families and community safety are protected.

VWAP is the first point of access for services because of its designation as the “local assistance center.” Law enforcement is mandated to inform victims about the existence of victim centers and possible victim compensation.⁶

Services:

Mandated Services:

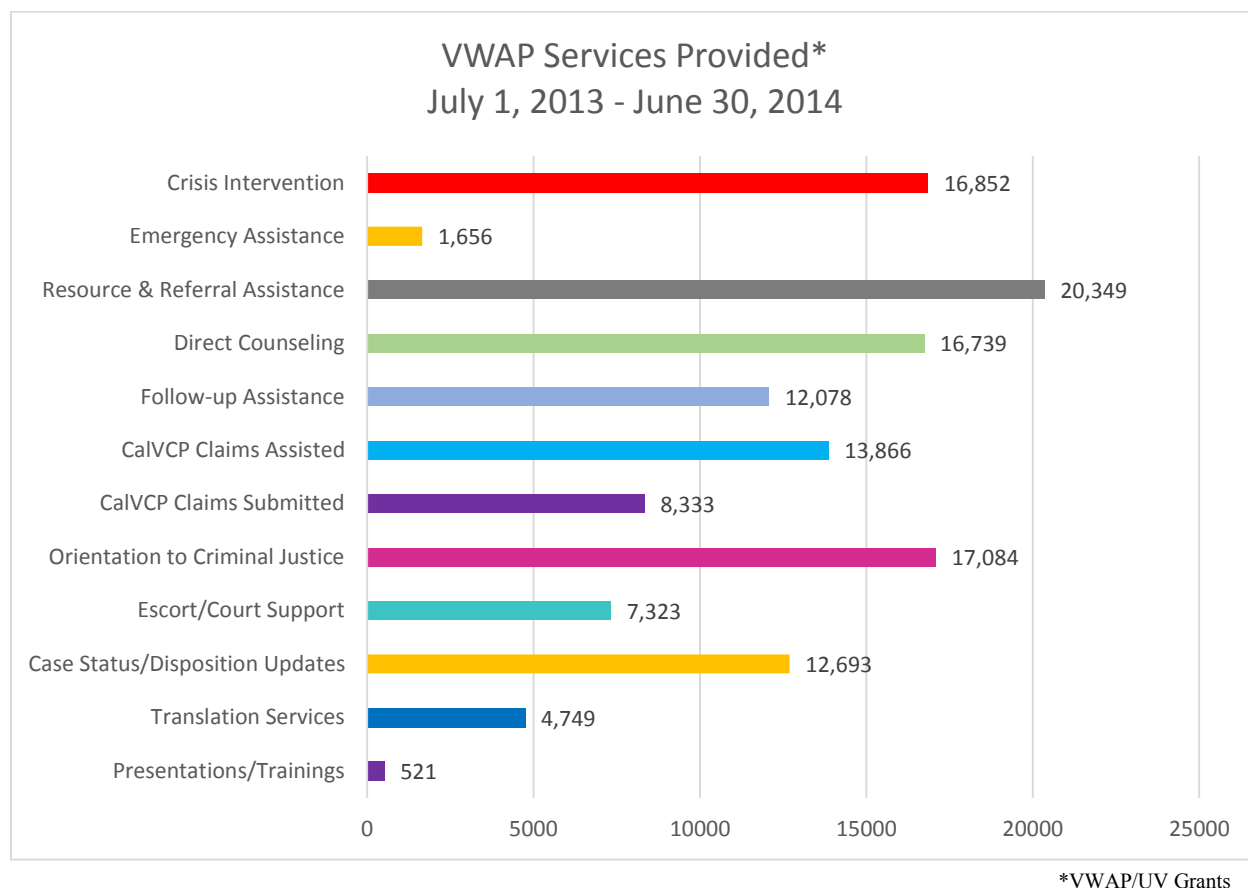
- *Crisis intervention*
- *Emergency assistance including providing food, housing, clothing and monetary allocation*
- *Resource and referrals to counseling and community agencies appropriate to meet victims’ needs*
- *Direct counseling*
- *CalVCP Compensation filing assistance*
- *Assistance in getting victims’ property returned*
- *Orientation to the criminal justice system, including explanation of rights*
- *Court escort and support*
- *Presentations to and training of service partners and agencies about services*
- *Presentations to raise awareness about victimization*
- *Providing updates about case status or outcome*
- *Notifying friends, relatives, and employers on a victim’s behalf*
- *Assistance in obtaining restitution orders after conviction*

Optional Services:

- *Employer intervention*
- *Creditor intervention*
- *Child care assistance*
- *Notification to witness of change in court calendar*
- *Funeral arrangement assistance*
- *Crime prevention information*
- *Witness protection, including, relocation*
- *Assistance in obtaining restraining (and protective) orders*
- *Transportation assistance*
- *Providing waiting area during court proceedings separate from defendants, and family and friends of defendants*

⁶ Government Code § 13962.

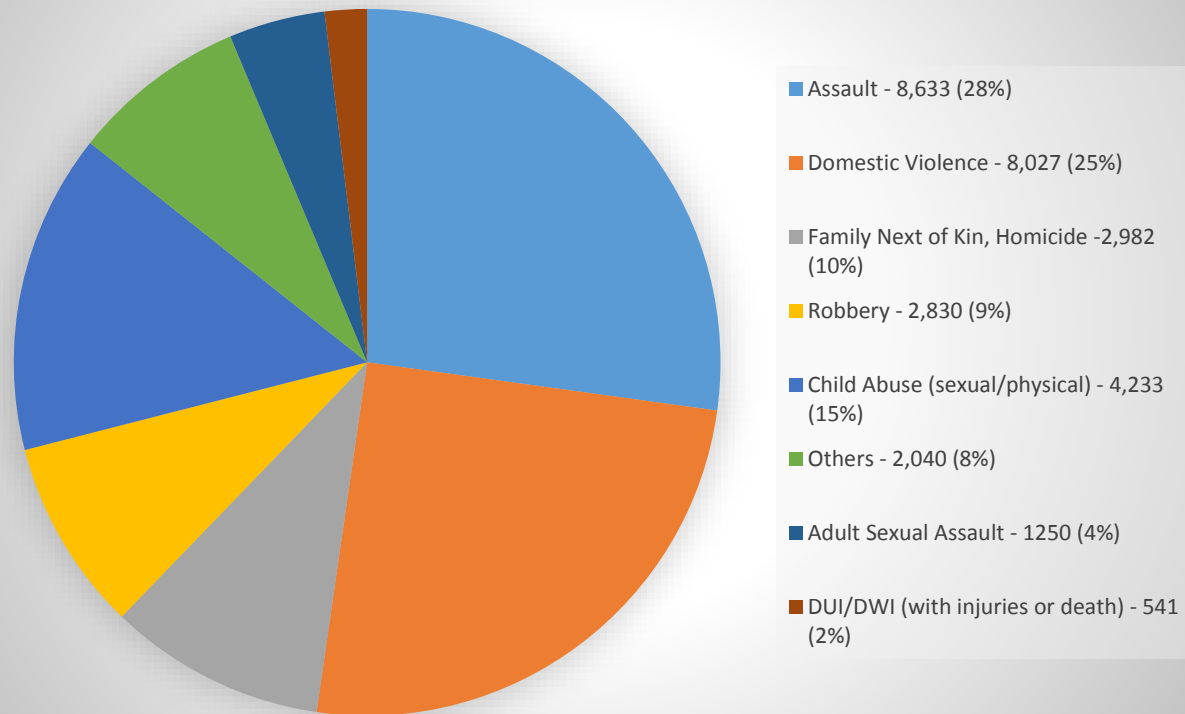
The graph below demonstrates how frequently the listed mandated services are delivered each year. Not surprisingly, resources and referrals, crisis intervention, orientation to criminal justice and compensation filing assistance are the most commonly provided victim services.



Crime Types Serviced:

VWAP assists victims of all crime types, usually when there is a police report on file naming the person(s) to be assisted as a crime “victim.” When there is no law enforcement report on file, VWAP will encourage victims to make the report. Due to limited staffing resources, VWAP rarely provides assistance to victims of most property crimes, except elder victims of financial abuse. VWAP prioritizes crime types to ensure that victims of violence and threats of violence receive maximum access to services; delivery of services; and eligible benefits from victim compensation. The following chart demonstrates the most common crime types assisted by VWAP Direct Services throughout the county each year.

Crime Types Serviced by VWAP FY2013*



* Statistics include primary and derivative victims and LACA VWAP.

In order to be effective in achieving its mission of providing access to services for victims, contact with a VSR at the earliest stage is extremely valuable. This is best accomplished by having a victim site in the victim's community.

"... [V]ictims often become isolated and receive little practical advice or necessary care."

Penal Code § 13835(c)

VWAP has decentralized its operations to provide comprehensive services at local victim assistance centers or victim sites throughout the county. VWAP tries to make sites accessible in locations where victims will likely go for government intervention and services. There are three kinds of sites proven most effective in providing access to services: court based, law enforcement stations, and specialized advocacy units.

Courthouse sites are located within District Attorney Offices in many of the County's criminal courts. Court sites and special units allow VSRs to provide valuable support services and criminal justice orientation to victims and witnesses participating in the prosecution of their offenders. LADA VWAP's specialized advocacy sites are attached to vertical prosecution units, especially Sex Crimes, Family Violence, Elder Abuse, and Hardcore Gangs. These sites were established to address the special needs of vulnerable victims and underserved victim populations.

LADA VWAP operates at 22 courts and special unit sites; and 5 LAPD police station sites. LACA VWAP operates exclusively at 10 LAPD police stations. Police station sites are advantageous for VWAP staff to interact with victims and their families soon after law enforcement intervention.

For victims to access meaningful services, a VSR must be available to assist and establish a relationship of trust and reliable advocacy.

“... [T]here is a need to develop methods to reduce the trauma and insensitive treatment that victims and witnesses may experience in the wake of a crime, since all too often citizens who become involved with the criminal justice system, either as victims or witnesses to crime, are further victimized by that system.”

Penal Code § 13835(a)

“(VSR) is a true professional with a great personality. She immediately became acquainted with all the members of the (homicide) victim’s family and in her own way explained the process and answered their questions. After my opening statement, she and I met with over 20 members of the victim’s family on the 17th floor waiting room. Many of them had questions. Some of them had demands as to how the case should be tried. Between the two of us, we addressed all their questions and reassured them that we were going to do the best job possible. During the trial, (VSR) became my liaison with family...She was in court every day and developed a great rapport with the victim’s family. She took good care of them. For example, she wrote letters for their employers when they needed time-off from work to be present at trial. If a member was absent from proceedings, she would call them and update them on what had occurred. This and many other instances of going the extra-mile for the victim’s family, made it easier for me to focus on the trial which resulted in a guilty verdict.

(Hardcore Gang Deputy District Attorney)

Victim Services Representatives or “VSRs”⁷, assigned to VWAP Direct Services Division, are the primary personnel to carry out VWAP’s mandate and mission with respect to providing comprehensive services to victims. These VSRs, often referred to as “victim advocates” or “advocates,” have offices in local victim sites throughout the county. They make direct contact with victims/witnesses and deliver essential services. VSRs assigned to

⁷ The comparable City Attorney personnel are called Victim Service Coordinators.

the Claims Verification Unit (CVU), called “Claims Specialists,” make decisions designed to maximize recovery available on the victim compensation claims.⁸

VSRs are directly supervised by a Supervising Victim Services Representative or “SVSR”. LADA VWAP Administration includes: Program Director, Special Assistant, and two Assistant Program Administrators (APAs), one for Direct Services; and one for the Claims Verification Unit. The Program Secretary leads four subordinate clerical positions assigned to Direct Services. One Senior Typist Clerk (STC) supervises four subordinate clerical positions assigned to the CVU.

An important distinction between VSRs and community-based “victim advocates” is that as government employees, Direct Services VSRs are part of the prosecution team. As a result of this designation, confidential privileges afforded victims when interacting with community based victim advocates may not apply to communications and statements made by victims to VSRs.⁹

VSRs are also:

- Highly skilled and dedicated social services professionals.
- Specially trained in victim trauma and victim services delivery.
- Very knowledgeable about the service needs of culturally diverse populations, marginalized communities and persons with disabilities.
- Bilingual in several major languages: Spanish, Armenian, Russian, Cantonese, Japanese, Cambodian, Korean, Tagalog, French and German.
- Well educated; most have bachelor degrees and many have master’s degrees or advanced college courses in humanities, psychology, sociology, and/or criminal justice.

Direct Services VSRs assigned to victim sites directly interact with victims. They conduct outreach to inform victims about available services, eligible compensation benefits, and victims’ rights. They act upon referrals of victims from law enforcement, prosecutors, family and friends, and other service providers. VSRs especially work closely with prosecutors and law enforcement to expeditiously identify any victim of violence or threat of violence of all crime types. VSRs identify victims and witnesses needing services by:

- Reviewing all filings and declinations (felony and misdemeanor)
- Reviewing incoming police reports at police stations and prosecutor’s offices
- Referrals from prosecutors, law enforcement, government agencies, hospitals, and other service providers
- Reviewing Court calendars listing pending cases

⁸ See Appendix III for Job Classifications for VWAP primary personnel (Victim Service Representative and Supervising Victim Service Representative). Since all Claims Verification Unit positions are CalVCP funded, such personnel are prohibited by contract provisions from performing the duties assigned to VWAP Direct Services VSRs. Also, the contract dictates that primary personnel, VSRs and SVSRs, must be housed separately from Direct Services because of the confidential work performed processing compensation claims.

⁹ See Evidence Code § 1037.1.

- Reviewing media and newspaper reports
- “Walk-ins” by victims/witnesses at the victim site
- Inquiries by or on behalf of victims/witnesses from family and friends
- Attendance at scheduled court proceedings

ASSISTANCE IN ACCESS TO SERVICES PROVIDED BY VSRs

“... [A] large number of victims and witnesses are unaware of both their rights and obligations.”

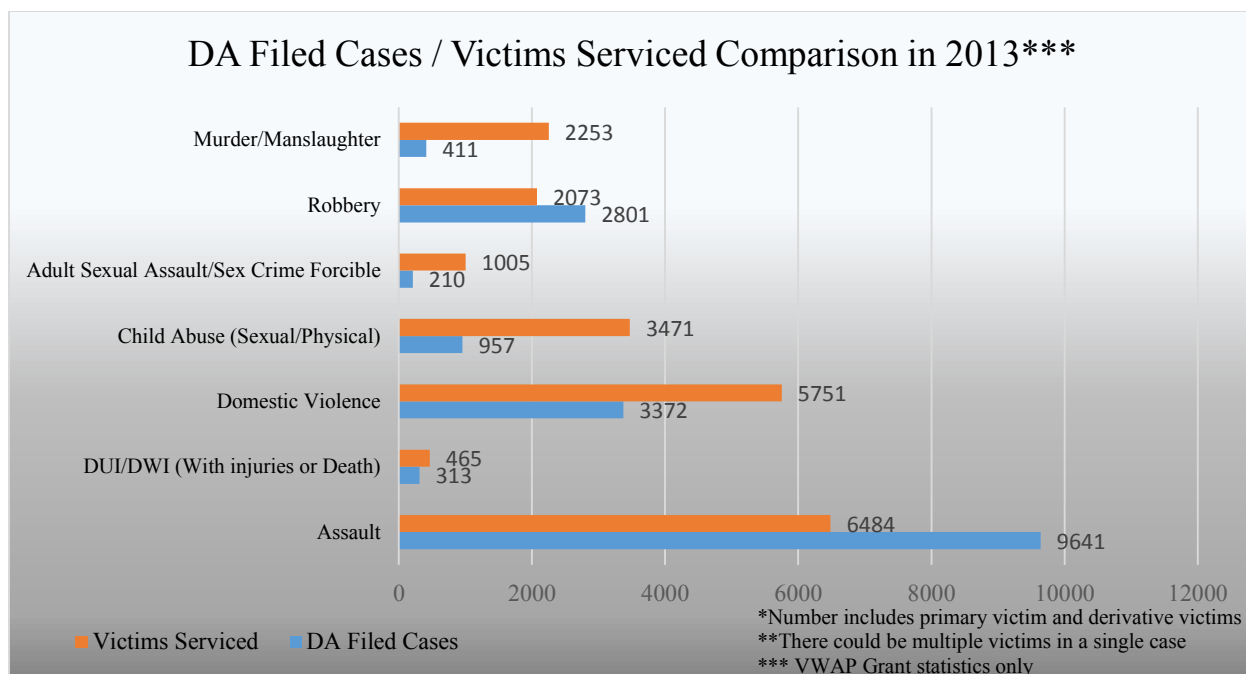
Penal Code § 13835(e)

“(The VSR) was there every step of the way. She held my hand (I am sure I fractured it on occasion in the courtroom), she was there to sustain us; she always had a shoulder for us to cry on, she handled some administrative issues when they occurred, she answered our questions about actions in the courtroom,...she laughed with us when we tried to find a moment of humor. Perhaps most of all, she was a “safe place” for us to discuss our emotions without having to worry how we would affect her or that she would judge us! She gave us strength. When going through an ordeal such as this, there are few people that can hold up to that kind of pressure. My husband, daughter, and I will always be thankful for the gifts she gave us---strength, caring support and friendship!”

(Mother of murdered daughter)

VSRs are there to care for the victim’s needs while law enforcement and the prosecutor take care of the case investigation and any prosecution that may result from the investigation of the crime. VSRs assist victims where it is established by crime report and/or victim contact that a crime of violence or threat of violence has occurred *whether or not the case results in a criminal case filing*.

The following graph compares VWAP services statistics with LADA’s felony filing statistics during 2013. It is included here to demonstrate that VWAP service delivery goes beyond just the felony cases filed by LADA. LADA statistics are based on *cases*. It is important to keep in mind that one case filing could involve multiple victims. VWAP statistics, on the other hand, are based on *victims*, both primary and derivative, that were served on a case, whether or not a felony filing resulted.



Most often, the victim or witness will present to the VSR as traumatized and distressed in the aftermath of the criminal act or acts committed by the suspect. VSRs are empathetic listeners and expert problem solvers. They provide immediate emotional support, encouragement, and guidance to help victims start the process of recovery; these services also are extended to victims and witnesses who must navigate the criminal justice process. Examples of the work performed by these VSRs include:

- Provide emergency food, shelter, clothing, and monetary allocation¹⁰
- Provide crisis intervention; mental health and grief counseling referrals
- Make referrals for medical assistance, housing/shelter services, food banks
- Assist with applications for government benefits: welfare, public housing, disability, Social Security, etc.
- Negotiate contract for funeral burial costs within compensation benefits
- Conduct field visits to facilitate access to services and determine victims' welfare
- Provide moral support during pre-filing and pre-testifying interviews with prosecutors
- Provide translation services so that victims/witnesses understand proceedings and are understood by others
- Inform victims of their rights and assist/facilitate exercise of rights, especially impact statements, notifications of proceeding dates and happenings
- Provide orientation to the criminal process; and explain proper courtroom decorum

¹⁰ Emergency allocations are included in funds received by VWAP to run the program and authorized by CalOES (not CalVCP) for this purpose. Emergency allocations are only available to victims of crimes of violence or threat of violence. "Emergency" is defined as any immediate financial intervention in response to victims' basic needs such as: temporary emergency shelter, food, transportation, clothing, and medical care. Monetary allocations are limited to a maximum of \$300.00 per victim. Between 700-1000 victims receive a monetary allocation each year through the District Attorney's Office.

- Provide food cards for victims attending court when they cannot afford to buy lunch
- Implement safety measures, especially separate waiting areas; and notifying authorities of potential threats to victims/witnesses while attending court
- Assist with safety plans; especially protective orders and residential relocations
- Assist with victim restitution orders
- Assist with notifications regarding suspect custody/release status, especially signing up with the Statewide Victims Information and Notification Everyday (VINE) System.
- Intervene with creditors and employers, write letters on behalf of victims excusing absences for court appearances and business activities resulting from crime
- Provide for transportation for services and to court proceedings
- Provide compensation claim filling assistance
- Help with funeral/burial arrangements; negotiate funeral burial expenses to stay within compensation benefit (\$5,000 per person)
- Collaborate with other agencies and service providers for “wrap around” services, especially, DPSS, APS, local domestic violence and homeless shelters, food banks, legal aid, and Child Protective Services
- Make appropriate referrals for civil legal aid, particularly to address child custody, visitation, and support issues
- Make appropriate referrals to immigration assistance, especially provide information and guidance about U-Visas, and T-Visas
- Assist with return of property held by police and/or no longer needed for investigation/prosecution
- Make formal and informal presentations about VWAP to criminal justice partners, government agencies, community service providers, and the public
- Monitor volunteers to supplement VWAP efforts

ASSISTANCE IN FILING FOR COMPENSATION PROVIDED BY DIRECT SERVICES VSRs

“... [A]lthough the State of California has a fund for needy victims of violent crimes, and compensation is available for medical expenses, lost income or wages, and rehabilitation costs, the application process may be difficult, complex, and time-consuming, and victims may not be aware that the compensation provisions exist.”

Penal Code § 13835(f)

“Initially, I contacted the (VSR) in Pasadena who quickly gathered up my information and explained to me that it would be sent to (a Claims Specialist) that would contact me. That took some time. In the meantime, all the phone calls I made to (the VSR) were very reassuring and professional. She was a fabulous

source of information. Finally, I was reached by my (Claims Specialist), and I was able to forward all my receipts for reimbursement. (The Claims Specialist) has also been excellent in processing my claim. I would like to make a final note that after going through this terrible (crime), followed by 3 surgeries, it was totally by chance that I found out about this program, and I can't even remember who told me. Then, it was very time consuming to get a claim number established so we could get started. But the bottom line is that without the excellent service from the 2 persons mentioned above, and this program, my losses would have been much more extensive. Thank you all."

(Victim of Felony Hit/Run with Injuries)

In addition to offering victim services, VSRs explain possible victim compensation benefits and eligibility requirements to victims for whom they provide access to other services. VSRs will assist in filling out the victim compensation application. VSRs submit assisted and completed applications to VWAP's Claims Verification Unit (CVU) for processing. These "VSR represented" claims will have the advantage of being processed in a local Claims Verification Unit (CVU) by local VSR/Claims Specialists, instead of at the CalVCP compensation processing center in Sacramento. VSRs will continue to monitor the applications submitted on victims' behalf; making sure that all documentation pertinent to the claim is submitted to CVU in a timely manner.

The VSR signs the application as "representative" of the victim's claim. This designation allows the CVU to communicate with the VSR about the progress of the claimant's application and vice versa. Also, should the claim be denied in part or in total, the VSR can represent the victim throughout the appeals process.

ACCESS TO SERVICES PROVIDED BY THE CLAIMS VERIFICATION UNIT (CVU)

VSRs in the Claims Verification Unit (CVU) process victims' claims for compensation here in Los Angeles County pursuant to a Joint Powers contract with the State as authorized by law.¹¹ The local CVU provides an advantage to victim/claimants because VSRs assigned to Direct Services have assisted victims with submitting the claims. As a result, the supporting documentation is mostly complete; thus reducing the turnaround time for decisions for qualified claimants and losses. The turnaround on most claims processed by the local CVU is within 90 days from receipt of the application; and within 5 to 30 days, if the claim was filed as an emergency (usually, funeral/burial or relocation).

VSR/Claims Specialists are specially trained and knowledgeable about the laws and regulations applicable to eligibility requirements and benefit determinations relevant to victim compensation claims. They must verify information about the crime, usually from a

¹¹ See Government Code § 13954(c).

police report, and decide whether there is a primary and/or secondary victim eligible for compensation benefits.

A VSR/Claims Specialist reviews the victim compensation claim applications and supporting documents to determine whether the crime and claimant(s) meet eligibility requirements for benefits. If the claimant is eligible, the Claims Specialist must then determine whether to allow or deny requested benefits and the amounts to be paid in allowable benefits. The Claims Specialist may request further supporting documentation to determine eligibility and benefits. If the supporting documentation is lacking and/or not forthcoming, or does not conform to rules and regulations for payment, the claim will be denied. If the claim is approved, compensation funds will be disbursed to the claimant or service provider on behalf of the claimant.

Eligible Claimants:

Victims: an individual who sustains injury or death as a direct result of a crime.¹²

Derivative Victims: Generally a family member who sustains pecuniary loss as a result of injury or death to a victim. Derivative victims include next of kin.¹³

Minors: Who have witnessed a violent crime or domestic violence.¹⁴

Good Samaritan: A person injured while unselfishly intervening to assist a victim.¹⁵

The crime-related losses¹⁶ eligible for victim compensation benefits include:

- Medical-related expenses
- Mental health counseling-related expenses
- Loss of income or Loss of support
- Job retraining
- Installing or increasing home security
- Vehicle or home retrofitting if medically necessary
- Relocation
- Funeral/burial expenses
- Crime scene clean up
- Good Samaritans are eligible for compensation for property losses which are generally not covered for victims or derivative victims.¹⁷

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¹² Government Code § 13951(g).

¹³ Government Code §13951(c).

¹⁴ Government Code § 13955(f)(1) and 13957(a)(2)(B)(iii).

¹⁵ Government Code §13970.

¹⁶ Government Code § 13957. Compensation is limited to \$63,000 per victim, per crime. Additionally, some individual categories have limitations on compensation.

¹⁷ Government Code § 13970.

There are restrictions established by law and CalVCP's rules and regulations that, depending on the facts, make a victim ineligible to receive victim compensation. The most common restrictions include:

- Property crime victims are not eligible, unless violence or threat of violence was involved.
- Claimant expected to cooperate with the investigation, prosecution, and particularly, claims verification process.¹⁸ The victim compensation fund is also the "payer of last resort" --- which means that *the claimant is expected to exhaust all other forms of possible payment*, including personal insurance, government benefits, etc., and victim compensation pays the balance of the claimants' out of pocket expenses or financial losses relating to the crime.
- The claimant cannot be a convicted felon currently on probation, incarcerated, or on parole. A felon claimant that fits this status must wait until the expiration of these events before compensation benefits will be made available.
- Claimant cannot have "participated" or "been involved" in the crime.
- CalVCP will recoup its payouts made to victims by obtaining restitution orders from the criminal defendants, when convicted, to be paid directly to the victim compensation fund for the amounts paid out to their victims from the fund.

VWAP HELPS TO ADVANCE VICTIMS' RIGHTS

*"[T]he Legislature declares . . . that all victims and witnesses of crime are [to be] treated with dignity, respect, courtesy and sensitivity. ... and [the rights of] victims and witnesses of crime are [to be] honored and protected by law enforcement agencies, prosecutors and judges in a manner no less vigorous than the protections afforded criminal defendants."*¹⁹

Penal Code § 679

LADA VWAP has been a leading voice in advancing victims' interests and rights for over three decades. Among the materials VSRs routinely distribute to victims is a LADA pamphlet called "Victims Know Your Rights."²⁰ LADA VWAP is the natural catalyst for cooperation among all the key criminal justice participants including judges, prosecutors, and law enforcement to make sure that victims' rights remain relevant in any decisions and actions taken.

In 2009, Marsy's Law, enacted by the voters, amended the State Constitution and guaranteed victims of crime 17 Constitutional rights.²¹ Many of these rights reinforce and complement

¹⁸ Failure to cooperate "may" led to denial of benefits. The reasons for failure to cooperate will be considered, especially as relates to domestic violence, sexual assault, fear of retaliation and threats to victim safety.

¹⁹ Penal Code § 679 was enacted in 1986 as a mandate to help victims exercise their rights. Marsy's Law, which was passed by the electorate in November, 2008, provided victims with 17 enumerated Constitutional rights. California Constitution, Article I, Section 28(b).

²⁰ See Appendix IV.

²¹ See Appendix V for LADA Marsy's Law pamphlet.

the statutory rights already afforded victims in the Penal Code.²² In addition, Marsy's Law granted *standing to victims to independently assert their rights*, either personally, by a chosen representative, through an attorney or through the prosecutor upon the request of the victim.²³ This provision potentially ushers in a substantive change for the participation of victims in criminal proceedings. Victims not only have a constitutional voice now, they can affirmatively enforce this voice and courts "shall act promptly on such a request."²⁴ The victims' constitutional right to standing to assert their rights means no longer must they rely upon the discretion of individual judges to afford them an opportunity to speak and be heard on matters important to them in the criminal case. Today, it is not unusual for victim's attorneys to appear in court, representing victims' right to privacy²⁵ to prevent disclosure of personal, sensitive information (mental health, school, social media or financial records, etc.); and to seek restitution orders for losses incurred from convicted defendants.

In 2008, LADA moved swiftly to address the Marsy's Law mandate that prosecutors notify victims of their rights in cases within its purview.²⁶ The "Marsy's Law" notice procedure LADA put in place is a computerized notification system whereby every named victim of a filed case, felony or misdemeanor, receives a "Marsy's Law: Notification of Rights" letter in English, with a Spanish translation provided on back when a criminal case is filed. If the victim calls to exercise the right to notification of proceedings, the victim is entered into a database and every time the case has a new date, notification is sent.²⁷ New policies impacting victims' rights and related to victim participation are in the process of being developed and formalized by LADA.²⁸ However, in order for victims' rights to be truly honored and protected, all participants in the criminal justice system, not just LADA prosecutors and advocates, must work cooperatively to acknowledge victims' rights and make sure they are considered in relevant decisions and actions taken during the case investigation and prosecution, and post sentencing.

VWAP WORKS WITH SERVICE PROVIDERS TO ADDRESS ARRAY OF VICTIM NEEDS

"I am writing to express my satisfaction with working alongside (VWAP) to provide needed care for a patient of mine, as well as gratitude for the (VSR) that made the experience easy, worthwhile,

²² Penal Code § 679 et seq.

²³ Cal. Constitution Art. I Section 28(c)(1).

²⁴ Ibid.

²⁵ Cal. Constitution Art. I Section 29(b)(1).

²⁶ A "Marsy's Rights" list of Constitutional rights must be provided each victim "at the time of initial contact with a crime victim, during follow-up investigation, or as soon thereafter as deemed appropriate by investigating officers or prosecuting attorneys. . ." Penal Code § 679.026(b) and (c).

²⁷ Since Marsy's Law was passed, a total of 1541 victims have requested notification, some for cases filed before the inception of Marsy's Law. The number of requests for Marsy's Law notification is categorized by the year in which the case was filed: The following number of victims requested to be in the Marsy's Law database is based on the year the case was filed: 2009: 375; 2010: 263; 2011: 259; 2012: 262; 2013: 237. Thus far for cases filed in 2014, 100 victims have requested notification.

²⁸ A new Marsy's Outreach and Rights Enforcement (M.O.R.E.) Unit will be tasked to develop, formalize and implement additional policies and procedures to honor and protect victims' Marsy's Law and established statutory rights.

and ultimately very fulfilling.

This was my first experience working with (VWAP). I initially had reservations about taking on such a case, as government programs typically do not have a shining reputation for cooperating with providers, or the needy populations they serve. I am pleased to report that your agency has changed my mind!

Through intense weekly psychotherapy, my patient has been afforded the crucial time and space needed to process and work through the crime against her and her family. This would not have happened without your support. She is now moving forward in her life, and although the therapy shed light onto other issues that she may want to explore further on her own, she has been given tools and understanding that allow her to begin healing from her trauma.

I would like to particularly acknowledge (VSR) for his support of my patient and her success in therapy; and for his dedication to the case. (VSR's) positive attitude; friendly manner, and direct responsiveness provided me with a sense of safety and security needed in a case such as this. He worked collaboratively with me to design the ideal treatment plan for my patient, and was available to answer my questions when needed. My thanks and praise to your department and to (VSR)!"

(LMFT Mental Health provider)

Although VWAP is the County's major provider of victim services, it does not purport to have the capacity to address all the emergent and follow-up needs of individual victims of crime. No one provider is positioned to do that - whether government or community based. VWAP has, since its inception, developed a vast network of service partners throughout the county, especially providers of mental health, shelter, food banks, legal and government assistance. These criminal justice, government and community-based service partners are dedicated to providing for the specific service needs of individual crime victims and their families, often in collaboration with available VWAP services.

VWAP has 56 Memorandums of Understanding and Operational Agreements with various service providers to ensure that victims' service needs are met.²⁹ However, such formal agreements are not required and are usually written to support mutual grant applications. Each victim site is encouraged to maintain a local referrals list of providers and services for victims that are convenient, accessible, and culturally competent for the service areas and victim class.

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²⁹ See Appendix VI for list of agencies with which VWAP has signed collaborative agreements.

VWAP PARTICIPATES IN MULTIDISCIPLINARY COLLABORATIVES AND TRAINING ENDEAVORS TO ADDRESS VICTIM NEEDS

VWAP personnel regularly participate in interagency meetings and committees, especially: Domestic Violence Task Force, Elder Abuse Forensic Center, Watts Gang Task Force, Human Trafficking Task Force, Child Death Review, and California Crime Victims Assistance Association.

VWAP has been a leader in developing training opportunities to raise awareness, particularly among our criminal justice professional partners and service partners, about crime victimization, victims' rights, and victims' service needs. VWAP created the Annual Elder Abuse Symposium which is now in its 14th year. VWAP created the Annual Victims' Rights Symposium and Recognition Ceremony which is in its sixth year. VWAP created pamphlets and literature helpful to families of homicide victims, victims/witnesses navigating the criminal justice system, and revised pamphlets targeting specific crime types such as domestic violence, elder abuse, and child abuse. VWAP administers the District Attorney's Victims Assistance Fund which annually sponsors LADA's Holiday Giving Drive to provide gifts for needy families during the holiday season and to fulfill victims' requests not covered by state compensation.

The Victim-Witness Assistance Program and its personnel have received numerous accolades and awards, including: County of Los Angeles 19th Productivity & Quality Awards Program Top Ten Award (2005); LA County Stars Award for Excellence in Public Service for its Elder Abuse Advocacy (2009); Project Sister Commendation for Partnership in Service to Victims (2009); and Peace Over Violence Commendation for Compassionate Services to Victims (2013). Annually, in April, during Victims' Rights Week, the Board of Supervisors presents a Proclamation recognizing the plight of victims and the work that VWAP does "helping victims become survivors."

VWAP has received numerous letters of commendation for the outstanding public service provided by its dedicated professionals on behalf of victims and the pursuit of justice. VWAP maintains case narratives that illustrate the work that VWAP personnel routinely perform for victims/witnesses and as a valuable criminal justice partner.

RESTITUTION ENHANCEMENT PROGRAM: ASSISTING IN OBTAINING RESTITUTION FOR THE VICTIM FROM THE DEFENDANT

"I wanted to provide (LADA) with a quick update on progress that has been made in just the last two months on confirming victim information from the list you so graciously provided, and disbursements that have been made...In the last two months we have dispersed \$155,912.24 to victims in LA County based on the information provided to us by your staff."

*(Manager, California Department of Corrections and Rehabilitation
(CDCR) Restitution Services, June '2013)³⁰*

“CDCR sought (LADA’s) help in tracking down a ‘lost contact’ victim to disperse direct restitution monies collected pursuant to a direct restitution court order. CDCR was holding \$18,000 (eighteen-thousand dollars) collected from the inmate’s wage and trust account. Through a lot of effort expended by fellow REP paralegals, the victim was located; and a current address obtained and forwarded to CDCR. The victim wept upon hearing that a check was forthcoming, and said: “I never thought I’d see a dime of restitution!”

(Direct Restitution Assistance Paralegal)

Victims of crime have a right, under both the California Constitution and statutory law, to obtain full restitution for any losses related to the commission of a crime. Criminal court judges must, pursuant to California law, make a determination with regard to the amount of restitution owed to a crime victim by a criminal defendant.³¹

LADA prosecutors routinely (1) obtain court orders for restitution owed directly to the victim(s); (2) obtain orders on behalf of CalVCP where the California Restitution Fund has paid claims filed by victims for eligible losses incurred as a result of the crime; and, (3) obtain orders to impose appropriate fines, on both felons and misdemeanants, that will ultimately go to support programs funded by the State Restitution Fund, like VWAP.

Paralegals assigned to LADA’s Restitution Enhancement Program (REP) assist Deputy District Attorneys in obtaining court orders on behalf of crime victims and the Victim Compensation Fund.³² There are two funding sources for REP’s paralegals³³. The funding source also dictates the major difference in the primary duties each group performs in assisting LADA’s attorneys with restitution orders. Six (6) Direct Restitution Assistance Paralegals are funded by the general fund and are tasked primarily with assisting with obtaining court orders which is helpful for victims’ constitutional right to restitution. The other three (3) paralegals assigned to REP are called California Restitution Compact Paralegals (CRCP). The positions in this group are funded by a Joint Powers contract awarded the County every three years and renewed at the discretion of CalVCP. The provisions of the contract dictate that the CRCP personnel work *exclusively* to facilitate court orders on behalf of CalVCP to recoup payouts made to victims from the victim compensation fund for claims, such as funeral/burial; mental health counseling; medical treatment, and other eligible expenses paid from the fund to victims.

³⁰ In 2012, LADA sponsored legislation to modify Penal Code § 1203c which now allows prosecutors to confidentially provide to the CDCR victim contact information to facilitate distribution of restitution monies collected from prison inmates on their victim’s behalf.

³¹ California Constitution Art I, Section 28, Penal Code section 1202.4, Welfare and Institutions Code 730.6

³² Victim Compensation Government Claims Board (VCGCB), also referred to as CalVCP.

³³ See Appendix VII for REP Organizational Chart and position funding sources.

REP Direct Restitution Paralegals assist victims by ensuring that restitution orders are properly made and by collecting supporting documents showing incurred losses. Paralegals also provide litigation support, especially when the restitution order is contested by the defendant. Direct Restitution Paralegals also forward victims' contact information confidentially to the California Department of Corrections and Rehabilitation (CDCR), Probation, and other governmental agencies involved in restitution collection and subsequent distribution. The services REP Direct Restitution Paralegals perform directly benefits victims by obtaining court orders to recover financial losses resulting from crime

The following chart demonstrates the number of direct restitution orders obtained through the work and vigilant efforts of REP's paralegals each year.

***Direct Orders Obtained by LADA Direct Restitution Paralegals for Victims:
Businesses and Individuals***

YEAR	BUSINESS ORDERS	INDIVIDUAL ORDERS	TOTAL \$\$\$ ORDERED
2014*	246	749	\$7,721,117
2013	262	683	\$11,405,892
2012	270	742	\$40,468,487
2011	208	665	\$24,359,335
2010	168	567	\$28,169,808
2009	124	444	\$22,859,600
2008	72	253	\$23,863,939
Total	1,350	4,103	\$159,848,178

*January – July 2014

REPORT ON VICTIM SERVICES IN LOS ANGELES COUNTY

CHAPTER TWO: MAJOR ISSUES IMPACTING VICTIM SERVICES

There are major challenges to providing access to services for victims throughout the county and to all traumatized victims deserving services which include: the size of the County's geographic service area; the growing and dynamic nature of the changing and diverse populations within the County; persistently high poverty and violent crime rates.

SERVICE DELIVERY ISSUES CAUSED BY THE GEOGRAPHIC SIZE OF LA COUNTY AND THE NUMBER OF PEOPLE IN THE COUNTY

Los Angeles County (County) is one of the nation's largest counties covering 4,084 square miles with 88 incorporated cities and approximately 140 unincorporated areas.³⁴ From 2013 to 2014 the population of the County increased 0.08% to 10,041,797. The County contains 26.1% of the entire population of California.³⁵ With the largest number of residents of any county in the nation, the County's population is smaller than only seven U.S. states.³⁶ The City of Los Angeles alone has the largest population in the state at 3,904,657.³⁷ As one of the top tourist sites, there are also a high volume of visitors within the borders of LA County on a daily basis.

While the rate for incidents of violent crime has been steadily declining over the past several years, the sheer population of the County results in thousands of victims every year. Based on 2012 crime statistics, the County had 44,556 victims of violent crime.³⁸ To serve these victims, dispersed over more than 4,000 square miles, the Los Angeles County District Attorney's Victim-Witness Assistance Program (VWAP) provides 47 VSRs at 27 Los Angeles County District Attorney (LADA) Victim Service Centers. The Los Angeles City Attorney (LACA) provides 11 VWAP Victim Service Coordinators (VSC) at 10 Los Angeles City Attorney Centers.

THE CHALLENGES PRESENTED IN SERVING A DIVERSE POPULATION

Los Angeles County is the most racially and culturally diverse county in the United States. In 2012, the County's ethnic makeup was 48.2% Hispanic, 27.3% White, 14.5% Asian; 0.4%, Pacific Islander, 9.3% Black, 1.5% Native American and 2.8% other or mixed races. The proportion of individuals living in a home where a language other than English was spoken was 56.8%, a rate significantly higher than the overall statewide figure of 43.2%.³⁹

³⁴ <http://lacounty.info/overview.htm> accessed on June 30, 2014.

³⁵ Ibid.

³⁶ <http://www.lacountyannualreport.com> accessed on June 30, 2014.

³⁷ <http://www.dof.ca.gov/research/demographic/> accessed on June 30, 2014.

³⁸ <http://oag.ca.gov/crime/cjsc/stats/crimes-clearances>

³⁹ <http://quickfacts.census.gov/qfd/states/06/06037.html> accessed on June 30, 2014.

The ethnically diverse population of the County is comprised of recent immigrants, the children of immigrants, as well as people whose families have lived in California for generations. Almost every world culture, religion, and ethnic group is represented in the County. During the last decade, Latinos and Asians were the fastest growing ethnic groups within the County, increasing by 55,000 and 25,000 respectively, in the past three years.⁴⁰ The increase in the County's Asian population was due primarily to immigration.⁴¹ For most immigrants from non-English speaking countries the language barrier can impede access to social services.

According to a study published in 2009, one in three County residents, or 2.5 million people, face language barriers in accessing county services. As of 2010 there were at least 224 identified languages in Los Angeles County, not including differing dialects.⁴² Other than English, the most prevalent languages spoken in the County are Spanish, Chinese, Tagalog, Korean, Armenian, Vietnamese, Persian, Japanese, and Russian. Metropolitan Los Angeles, including downtown and surrounding core areas of the city, has the highest concentration of persons whose primary language is not English.

To better address the changing racial and cultural diversity of Los Angeles County, VWAP has actively recruited bilingual VSRs. There are 36 staff members of the LADA and LACA VWAP programs who are fluent in a language other than English, including Spanish, Armenian, Cantonese, Cambodian, French, Korean, Japanese, Russian, German, Tagalog, Vietnamese and American Sign Language. The linguistic skills of advocate staff is critical to enabling VWAP staff to deliver culturally competent services and better serve the non-English speaking residents.

THE IMPACT OF POVERTY ON DELIVERY OF SERVICES TO VICTIMS

The County's poor and lower economic class disproportionately bear the burden of crime victimization. Between 2008 and 2012, 17.1% of the population of the County was living below the poverty line.⁴³ This large number of people living in poverty in Los Angeles County, particularly children and elders, has also contributed to the increased demand for victim services. According to a 2013 analysis by the Public Institute of California and the Stanford Center on Poverty and Inequality (PIC/Stanford Study), Los Angeles has the highest poverty rate among California counties.⁴⁴ The PIC/Stanford Study found that 2.6 million, or 27% of Los Angeles County residents lived in poverty in 2011.⁴⁵ The County's 7.6% unemployment rate, as of April 2014, remains above the national average of 6.3%.⁴⁶ In 2009-

⁴⁰ Brenda Gazzar, "Asians were nation's fastest growing ethnic group in 2012," *San Gabriel Valley Tribune*, June 13, 2013.

⁴¹ Ibid.

⁴² <http://www.laalmanac.com/population/po47.htm> accessed June 30, 2014.

⁴³ <http://quickfacts.census.gov/qfd/states/06/06037.html>

⁴⁴ Gale Holland, "L.A. County leads California in poverty rate, new analysis shows," *Los Angeles Times*, September 30, 2013.

⁴⁵ Although the U.S. Census, 2011 American Community Survey lists the County's poverty level at 18%, this figure does not take into account living expenses or access to governmental benefits.

⁴⁶ U.S. Bureau of Labor Statistics.

10, County officials reported that 20% of the County's residents, 2.3 million people, "the size of some countries," received some form of public aid assistance.⁴⁷

Impoverished individuals struggle to stretch meager resources to address basic needs, such as food, shelter, and clothing. The need for crime victim compensation to replace lost wages and to provide reimbursement for health care and/or funeral and burial expenses is especially high in this population group. Not only are there a large number of poor residents in the County, this economic group is dispersed throughout 4,000 square miles. As housing costs rose in central-city and adjacent neighborhoods, many economically disadvantaged families moved out of urban areas seeking more affordable housing.⁴⁸ In Lancaster and Palmdale, the northern most part of the County, the number of poor has already risen by roughly 50% in recent years as impoverished families left the inner city seeking better housing opportunities for their subsidized vouchers.⁴⁹ While all victims are in need, the poor lack the resources for even the most basic recovery. Compensation for wages lost due to injury or court appearances may be the difference between making rent and receiving an eviction notice.

THE CHALLENGES OF HIGH RATES OF HOMICIDE, GANG VIOLENCE AND SERIOUS/VIOLENT CRIME

*"Although violent crime in general, including gang crime, is on a downward trend in LA, 58% of homicides in 2013 were gang related...the city still has a long way to curb gang violence."
(Epoch Times, July 22, 2014)*

The County's victim services must address the high demand for services created by large numbers of violent crimes that occur each year. The County has a tremendous number of victims impacted by violent crimes, especially homicide, gang violence, and victims who were seriously injured by violence or threatened with injury. The sheer volume of violent and serious crimes filed by LADA presents a serious challenge to reach all these victims to offer and provide needed services. In 2013, LADA filed the following number of felony cases, according to crime types: murder – 385; manslaughter – 26; attempted murder – 509; vehicular homicide – 32; adult sexual assault – 210; child sexual abuse – 744; robbery – 2,801; child physical abuse – 213; kidnapping – 185; and aggravated assault – 3,604.⁵⁰

Add to the filed cases, the greater volume of cases where there is no filing; and where there is no identified suspect or one has not been apprehended. VWAP has a mandate to assist victims on cases that never reach the prosecutor's office. Thus, the population in need of services expands beyond those victims who have a case in court. The two largest law enforcement agencies in the county, the Los Angeles Police Department (LAPD) and the Los Angeles County Sheriff's Department (LASD), collectively reported the following crime

⁴⁷ Garrett Therolf, "20% in Los Angeles County Receive Public Aid," *Los Angeles Times*, February 22, 2009.

⁴⁸ Emily Alpert, "Poverty's new address in the suburbs," *Los Angeles Times*, May 20, 2013.

⁴⁹ Ibid.

⁵⁰ Los Angeles County District Attorney's Office.

statistics for 2013: homicide – 440; rape – 1,118; robbery – 12,150; and aggravated assault – 15,848.⁵¹

⁵¹ http://www.lapdonline.org/year_in_review accessed June 16, 2014, and <http://shq.lasdnews.net/CrimeStats/yir9600/yir2013/dept/1.htm> accessed June 16, 2014.

REPORT ON VICTIM SERVICES IN LOS ANGELES COUNTY

CHAPTER THREE: GAPS IN SERVICES FOR VICTIMS

The challenges to victim services discussed in Chapter 2 create many “unmet needs” or gaps in service delivery to victims in our efforts “to help victims become survivors,” throughout the County. This chapter identifies and discusses the unmet needs identified in victim services and makes recommendations to address them.

PROVIDING ACCESS TO SERVICES LOCALLY FOR VICTIMS OF CRIME

Each year, LADA continues to be challenged with a daunting problem: how to maintain consistent and necessary staffing levels as funding for victim services remains static and/or is significantly below the level to competently meet the county’s victim population service needs. Meanwhile, the need for services remains high, and costs for experienced staff to provide program services increases yearly.

The following graph compares Los Angeles County’s funding sources for VSRs assigned to directly assist victims with four other urban counties by population, and violent crime statistics.

COMPARATIVE DIRECT SERVICE ADVOCATE STAFFING 2014-2015*								
COUNTY	POPULATION**	VIOLENT CRIMES***	VWAP Grant	AB109	UV Grant	General Fund/ Other	TOTAL	Service Ratio ****
Los Angeles (L.A. City)	10 million	44,556	32 9	2 0	2 2	11	47 11	1:768
San Diego	3 million	11,839	12	1	1.5	2	16.5	1:718
Riverside	2 million	6,989	12.75	3	1.8	22.45	40	1:175
San Bernardino	2 million	9,032	12	2	1.5	1.5	17	1:531
Alameda	1.5 million	11,899	8	2	2	6	18	1:661

*Staffing information gathered from Coordinators/Directors, August 22, 2014 for District Attorney based VWAP programs.

**Population estimates <http://www.dof.ca.gov/research/demographic/reports/estimates/e-1/view.php>

*** Crime statistics 2012 <http://oag.ca.gov/crime/cjsc/stats/crimes-clearances>

**** Service Ratio 1 Advocate to Violent Crime Victims.

As the graph above shows, in our neighboring Riverside County, one victim advocate will assist 175 violent crime victims annually. In Los Angeles County, one VSR is expected to assist 768, or over four times as many violent crime victims. Riverside County has supplemented funding from State resources with dedicated funds from County coffers. This has provided stability in service delivery in that community.

The following graph compares VWAP’s actual service delivery in 2012 with Department of Justice statistics using illustrative crime types.⁵²

2012 Crime Statistics Comparison

	Property Crime	Domestic Violence*	Aggravated Assault	Adult Rape	Robbery	Homicide
DOJ Reported	232,266	39,253 (Calls for Service)	23,057	1,976	18,923	600
Victims Served by VWAP	493	5,647	6,244 (Assaults – Felony/Misdemeanor)	1,012 (Adult Sexual Assault)	2,185	2,544

California Department of Justice Statistics. <http://oag.ca.gov/crime/cjsc/stats/crimes-clearances>

*VWAP statistics include primary and derivative victims; more than one victim may be counted per crime

*Domestic Violence-Related Calls for Assistance statistics obtained from the California Department of Justice.
<http://oag.ca.gov/crime/cjsc/stats/domestic-violence>

It is important to note that although 18,923 robberies were reported as having occurred in Los Angeles County, VWAP reported assisting only 2,185 of these victims and/or family members. Although 1,976 sexual assaults were reported, VWAP’s assistance was extended to only 1,012 victims and/or family members. Clearly, there is a service delivery gap in VWAP’s capacity to outreach to large numbers of victims who are in need of and would benefit from available services. Victims needing services will be more likely to access services where there is a victim site nearby with an assigned advocate to identify and provide outreach to them.

LADA VWAP’s current staffing resources cannot accommodate victim sites at all criminal court locations and other locations where victim sites could be strategically placed to provide better access to services for victims throughout the County’s expansive geographic area. LADA VWAP staffs all major Superior Courts dedicated to hear criminal matters locations.

There is also a need to increase access to services by locating victim sites strategically in communities with high violent crime rates and marginalized populations. Many court sites and law enforcement stations in the county do not have a victim site. More victim sites, strategically and locally placed throughout the county, will lessen the number of victims who have not been made aware of available VWAP services.

VWAP staff at current victim sites, will daily encounter high volumes of victims who have experienced devastating trauma and/or injury from a violent crime. Many are the “working poor,” unemployed, and/or have little or no English proficiency. LADA is challenged to maintain viable service levels, especially for high crime areas with high volumes of victims. Victims who do

⁵² VWAP statistics count victims, both primary and derivative, while the DOJ statistics count cases reported which may involve multiple victims.

benefit from initial interaction with a VSR, may later slip into being “underserved” absent the capacity to follow-up with the victim. This is especially true at existing high volume victim sites manned by one VSR (Central, Compton, Pomona, and Long Beach) where the sheer numbers of victims make the likelihood of ongoing follow up to address ongoing service needs highly problematic.

The challenge of meeting service needs of victims of gang violence particularly demonstrates how communities and certain classes of crime victims can slip into the “underserved” category. In 2011, the last full year for which statewide statistics are available, Los Angeles County reported 569 homicides, or 31.7% of the state’s total.⁵³ Of these 569 homicides, 32.1% were gang-related.⁵⁴ Los Angeles has been dubbed “the undisputed gang capital of the world.” Gang violence in Los Angeles is characterized as a “long term epidemic.” Victims of gang violence are especially in need of victim services. Many times they are trapped in the same neighborhood and controlled by the very criminal element that injured them and/or took the life of a loved one.

Since 2009, VWAP has been awarded a grant to assist “underserved victims populations.” VWAP seized this opportunity to dedicate specialized VSRs to provide enhanced follow up services for gang violence victims, particularly family survivors of gang homicides. The Underserved Victims of Gang Violence Victims Advocacy Program (UV) was formerly known as the Special Emphasis Victim Advocacy Program (SEVAP). Although all victim sites assist victims of gang violence, the specialized advocacy services ensures that follow up services are maintained. The VSRs assigned to UV work closely with LADA’s Hardcore Gang Division prosecutors to ensure that continuous follow up services are provided throughout the lengthy and challenging case investigation and prosecution particular to gang crimes.

The intense advocacy provided by the VSRs assigned to UV is a proven asset to the communities fortunate enough to have it; and is coveted by several others plagued by similar skyrocketing or recurring gang violence. VWAP has sought other funding to expand in order to provide specialized services to gang violence victims where needed. There continues to be an “unmet need” to make these specialized services available to all victims of gang violence, no matter the crime and where it occurs in the County.

There is a critical “unmet need” to assign additional VWAP staff to communities where current service levels are severely stretched. South Los Angeles is a primary “hot zone” for violent crime. In 2013 alone, the City of Compton experienced 22 homicides in less than 8 months, 15 of which were gang related. This caused Compton’s Mayor to sound the alarm that Compton was in the “midst of a community emergency as violent crime has risen.”⁵⁵ Currently, three VSRs are assigned to the Compton victim site - two VSRs work with all victim populations; and one works

⁵³ *Homicide in California 2011* (Sacramento: California Department of Justice, published report, 2013), 17.

⁵⁴ *Ibid.* at p. 30.

⁵⁵ Nicole Santa Cruz, “Compton experiences spike in homicides, all gang-related,” *Los Angeles Times*, August 29, 2013

with gang violence victims on UV grant). This community would reap great benefits with additional VSR staffing.

Another identified “underserved” community is the Central Judicial District (Central), which encompasses areas near downtown Los Angeles. Central accounts for approximately one-third of the felony cases filed by LADA. VWAP’s largest victim site is located in Central at the Clara Shortridge Foltz Criminal Justice Center. This site has long been challenged by staffing shortages to meet the high demand for services. Central represents an enormous range of socio-economic and language diversity in a highly urbanized environment, including a large homeless population. The central city includes the homeless, businessmen, urban professionals, civil service workers and hardcore gang members. Victims at the Central site would be better served by adding more VSR staffing, especially bilingual VSRs, who are trained and prepared to meet the unique challenges presented by this multifaceted, densely populated, and gang-entrenched area. Currently, five VSRs are assigned to the Central victim site.

Moving further to the east side of the county, there are also communities that can be identified as “underserved” for victim services. Pomona, particularly, has experienced a high incidence of serious/violent crimes, especially gang homicides. In the past two years, Pomona has been particularly impacted by a sharp increase in gang-related homicides. This surge in gang violence shattered years of decline in gang violence in a city that worked hard to shed a reputation for high crime rates and gang wars. By the end of 2013, Pomona had 24 homicides, according to the Times Homicide Report.⁵⁶ This recent uptick in violence in the east county, exemplifies the long standing need for VWAP services. There is one VSR currently assigned to Pomona.

North County, particularly the Antelope Valley, has experienced an explosion of violent crimes, especially in homicide, forcible rape, robbery and aggravated assault, along with an explosion in people moving to the area. In 2012, serious and violent crimes in Lancaster increased by 16% and Palmdale by 3.5%; including sexual assault which rose up to 26% in Palmdale and 36% in Lancaster. Property crimes, which include burglary, larceny theft, grand theft auto, and arson, also increased in Lancaster and Palmdale.⁵⁷ Currently, two VSRs are assigned to the Antelope Valley site.

OBTAINING A VALID RESTITUTION ORDER FROM THE COURT IN ALL ELIGIBLE CASES

The assistance provided to victims by REP paralegals should not be underestimated. Available staffing does not permit the assignment of an REP’s Direct Restitution Paralegals at every court site throughout the county. The REP paralegals provide victims access to the constitutional right to obtain a court order for restitution. The confidence of the victim and the general public in the justice system is negatively impacted when appropriate orders, consistent with the victims’ losses and right to restitution, are not made, whether by oversight or untimely submission of supporting documents.

Paralegals are currently working in multiple court locations to assist victims throughout the county. Paralegals routinely and frequently cover up to three court locations in a single week in an effort

⁵⁶ Joseph Serna, “Pomona’s Year of Violence,” *Los Angeles Times*, November 17, 2013.

⁵⁷ <http://theavtimes.com/2012/07/12/report-shows-spike-in-violent-crimes/>

to respond to the high demand for service. The following chart shows personnel gaps in Direct Restitution Paralegal service in specific locations:

Office Location	Personnel
Antelope Valley	0
San Fernando /Santa Clarita Area	0
Van Nuys	0
Compton	0
Pomona/El Monte/West Covina	0

REP has a lengthy history of ensuring that victim restitution orders are obtained in amounts that fully compensate victims; that the orders have appropriate identifying victim information to effect collection; that proper loss documentation is submitted to support issuance of court restitution orders; that the orders are clear enough to facilitate civil enforcement, should the victim choose; and, that the orders are properly acted upon for collection by CDCR and the Probation Department.

VICTIMS OF CERTAIN CRIMES REQUIRE MORE SPECIALIZED OUTREACH AND SERVICES

Several classes of crime victims would benefit significantly by VWAP assigned specialized advocacy services tailored to their specific needs. Victims have long benefited from VWAP's specialized advocacy in sex crimes, child abuse, family violence, elder abuse and gang violence. To keep abreast of evolving victim populations and specific service needs, VWAP needs to make victim services available that are research informed, evidence based, and service advantageous for particular classes of crime victims. In addition to LADA's special units such as Family Violence Division, Hardcore Gang Division, Elder Abuse Section, and Sex Crimes Division, VSRs should be dedicated to units focused upon prosecuting crimes involving emerging victim classes with specialized advocacy needs, particularly victims of hate crimes, human trafficking, and financial scams.

Hate Crimes:

Los Angeles County Commission on Human Relations report cited a 15% increase in hate crimes overall, from 427 in 2010 to 489 in 2011. Racially motivated hate crimes continued to be the most common hate crime (49%).⁵⁸ Hate crimes between African Americans and Latinos have presented challenges in a disturbing trend. A number of infamous murders and assaults were included in Los Angeles County's reports of hate crimes motivated by racial, ethnic, and sexual orientation. According to the report, the Metro Region (spanning from West Hollywood to Boyle Heights) had the largest number of reported hate crimes (105). However, the Antelope Valley had a total of 31 hate crimes in 2012. All VWAP VSRs provide services to these victims as incidents occur. However, these victims often have special needs and a VSR specially trained to assist these types of victims exclusively would be a better practice.

⁵⁸ *Hate Crime Report 2011* (Los Angeles: Los Angeles County Commission on Human Relations, published report, 2012), 5.

Human Trafficking:

“Modern day slavery” or sex trafficking is a \$32 billion dollar global industry. Over 100,000 children in the United States are caught in the web of commercial sexual exploitation of children (CSEC). After drug trafficking and counterfeiting, sex trafficking is the world’s most profitable criminal activity. It is estimated that an exploiter may earn as much as \$650,000 in a year by exploiting as few as four children. Although previously regarded an international problem, current statistics show that human trafficking is increasingly a domestic issue for many states, including California. In the past two years, California’s nine human trafficking task forces identified 1,277 victims, 72% percent of whom were from the United States. Indeed, California has emerged as a magnet for sex trafficking of children and Los Angeles has been identified as one of the nation’s thirteen High Intensity Child Prostitution areas. From January – July 2014, LADA filed 151 felony cases and one juvenile case charging CSEC offenses. These victims require intensive assistance to help them break free from the abusive cycle.

Despite stretched resources, VWAP has committed staff to the county’s collaborative effort to ensure trafficked sex trade workers are treated as victims and not criminals. VWAP is there to assist victims to receive the services needed to reclaim their innocence and regain hope for their futures. VWAP collaborates with **LADA’s First Step Diversion Program, launched in February 2014**, which offers *rehabilitative services* to minors who are trafficked sex trade workers instead of a “rap sheet.” VWAP also collaborates with recognized service providers such as Saving Innocence, Children of the Night, and CAST to make sure victims get needed “wrap around” services. VWAP participates on many committees and task forces addressing human trafficking such as: Los Angeles Inter-Agency Council on Child Abuse and Neglect-Subcommittee on Commercial Sexual Exploitation of Children; **LA Metro Task Force on Human Trafficking**⁵⁹; and the **LA County CSEC Action Team** as convened by the Board of Supervisors.⁶⁰

Financial Crimes:

“[T]he impact of financial crime is not confined to Wall Street—and many times the victims of fraud have worked hard and played by established investment rules, only to see their retirement and life savings vanish at hands of white-collar criminals.”

*Attorney General Eric Holder, April 25, 2011.*⁶¹

Fraud and corruption harm individuals by defrauding them of the very thing they have worked years to build up: financial security. Fraud artists can bilk millions of dollars from unsuspecting victims, companies, and government agencies. Such criminal operations are often quite

⁵⁹ http://file.lacounty.gov/bc/q4_2006/cms1_054557.pdf
<https://www.facebook.com/LaMetroTaskForceOnHumanTrafficking>

⁶⁰ <http://file.lacounty.gov/bos/supdocs/73001.pdf>

⁶¹ http://www.justice.gov/usao/briefing_room/fin/

sophisticated. Victims, many of them seniors, fall prey to unscrupulous schemes that cost them their life savings and can leave them homeless. Victims of identity theft have their security, good credit, and reputations ruined by the stroke of a pen or key on a keyboard, depriving them of the opportunity to get a loan or other credit. More often than not, fraud victims suffer their losses in silence. Shame, guilt, embarrassment, and disbelief cause less than 15 percent of the nation's fraud victims to report to law enforcement.

The District Attorney's White Collar Crime Division works with the Bureau of Investigation, the Sheriff's Department, local police, and state agencies to investigate and prosecute individuals engaged in complicated fraud schemes throughout the County.⁶² The District Attorney's High Technology Crime Division seeks to stem the proliferation of cybercrime. As a member of the Southern California High Technology Task Force, the High Technology Crime Division works with local, state and federal law enforcement agencies to prosecute cases involving identity theft, computer hacking, internet auction fraud, and child exploitation on the Internet.⁶³

Financial Losses for Financial Crime Victims:

In addition to the obvious losses, property crime victims may have other financial losses such as:

- Vehicle Tow and Impound fees when a stolen car is recovered;
- Credit repair and monitoring costs
- Attorney fees to correct real estate deeds or clear title

Victims of financial crime may recoup their losses if the police are able to identify a suspect, a criminal case is filed, the defendant is convicted, a restitution order is made and the defendant has money to pay the restitution. Absent the above, victims of financial crime only option is to sue the responsible party in civil court or have no recourse.

Despite the laudable efforts to assist financial crimes and fraud victims through investigation and prosecution, VWAP has not had the resources to expand its services to include them. VWAP services can be helpful to the thousands of crime victims traumatized by fraud, scams, and identity theft as demonstrated by outreach done by the VSR assigned to Elder Abuse. VSRs can assist with referrals to consumer legal clinics, pro bono attorneys and reputable credit repair agencies. The VSR can provide victims with information on local shelters, low-cost housing, food banks and other services which might tide them over. The VSR also can assist victims in assessing their losses for purposes of restitution. VSRs are aware of mental health agencies that offer free services and are willing to work on a sliding fee scale. Unfortunately, VWAP does not currently have resources to assign a VSR solely dedicated to the financial crime specialized units to assist these very deserving victims.

To ensure that these victims have access to necessary resources, options should be pursued to obtain dedicated special funding for VSR(s) to assist financial crime victims.

⁶² <http://da.lacounty.gov/majorfraud.htm>

⁶³ <http://da.lacounty.gov/htcu.htm>

ADDITIONAL FINANCIAL LOSSES INCURRED BY ALL CRIME VICTIMS WHO PARTICIPATE IN THE CRIMINAL JUSTICE SYSTEM

In addition to the above, all victims may suffer *additional* financial losses *because of their participation in the criminal justice system*. **Victims actually lose money by participating in the court process.** They must take time off from work to attend court proceedings resulting in lost wages, additional expenses for meals and mileage costs. Victims are entitled to witness fees, meal expenses and mileage but not at a rate which adequately compensates them. In addition, victims in the downtown courthouse also must pay the cost of parking expenses upfront and wait to be reimbursed.

Witness Fees:

Currently, a witness in an adult **criminal** case is entitled to witness fees of \$12.00 a day or \$18.00 a day if they are employed. Penal Code §1329.

Witnesses in **juvenile** cases or **parole revocation hearings** are entitled to \$35.00 a day whether they are employed or not. Welfare and Institutions Code §664 and Government Code §68093. As a comparison, **Jurors** are entitled to juror fees of \$15.00 a day. CCP §215. **Grand Jurors** are entitled to grand juror fees of \$60.00 a day. Penal Code §890 allows that grand jurors receive \$15.00 a day unless otherwise provided by statute or county or city and county ordinance. In 2007, the Los Angeles County Board of Supervisors increased the amount to which Grand Jurors are entitled from \$25.00 to \$60.00 a day.

Meals:

Often victims must return to court after lunch. Currently witnesses are only allowed to be reimbursed up to \$3.00 for breakfast, \$4.00 for lunch and \$8.00 for dinner or a **total** of \$15.00 a day. This amount was set in 1993 by the court.

Mileage

Currently, witnesses in **criminal, juvenile, dependency and civil cases and parole hearings** are entitled to mileage reimbursement at the rate of \$ 0.20 a mile. Currently, **jurors** are entitled to \$0.34 a mile. Code of Civil Procedure §215. **Grand Jurors** are entitled to the mileage reimbursement applicable to county employees. PC §890. For 2013, this amount is \$0.53 per mile.

Victim/Witness Parking Fees at Criminal Justice Center (CJC)

All witnesses, including all victims, are entitled to be reimbursed for reasonable parking expenses for attending court. In most courthouses, victims/witnesses are directed to a specific lot for parking where they may park for free. However, in downtown CJC, victims/witnesses are given a list of parking options from which they can choose. They must pay out of pocket, get a receipt and then get **reimbursed** for the parking if they fill out the application for witness fees. This process can sometimes take months.

Victims may recoup their losses from participating in the criminal justice process if the defendant is convicted, a restitution order is made at time of sentencing and the defendant has money to pay

the restitution. Absent the above, victims only option is to sue the responsible party in civil court or have no recourse.

The County can help minimize financial losses to victims attending court at CJC where expensive parking must be prepaid by victims upfront. The County has arranged to prepay downtown jurors' parking fees and be reimbursed by the courts. Jurors in the downtown civic center area need only show their juror summons and get free parking in Disney Concert Hall parking garage at 111 S. Grand Ave. A similar arrangement should be made available for subpoenaed victims and witnesses.

As the following statistics show, each month approximately 3,000 civilian witnesses are subpoenaed to attend criminal court at CJC. Of these, approximately 1,000 are victims.

**WITNESSES SUBPOENAED TO CRIMINAL JUSTICE CENTER BY MONTH
01/01/2013 - 12/31/2013**

Sum of WITNESSES	VICTIM		Grand Total
MONTH	NO	YES	
JAN	2,033	1,060	3,093
FEB	2,046	925	2,971
MAR	2,081	963	3,044
APR	1,873	979	2,852
MAY	2,107	978	3,085
JUN	1,841	920	2,761
JUL	2,059	1,068	3,127
AUG	1,944	1,058	3,002
SEP	2,184	1,020	3,204
OCT	2,105	1,059	3,164
NOV	1,811	824	2,635
DEC	1,461	769	2,230
Grand Total	23,545	11,623	35,168

VICTIM COMPENSATION LIMITATIONS AND EXCLUSIONS

Only victims of qualifying crimes, violence or threat of violence, are eligible for victim compensation. Access to compensation can happen soon after the crime whether the suspect is known or prosecuted and regardless of whether there is a criminal conviction.

Not all losses are compensated (property losses usually excluded). Also, covered losses have specific limitations:

Relocation: \$2,000

Funeral/Burial: \$5,000

Residential Crime Scene Cleanup: \$1,000

Home Security Upgrade or Installation: \$1,000

Mental Health: benefits usually limited to 40 sessions for primary victims and fewer (15 – 30) sessions for derivative victims

Prosthesis, eye glasses and hearing aids: If victim has insurance, CalVCP pays the copay. If the victim does not have insurance, CalVCP pays 80% of billed amount

Cosmetic Surgery for victims who have been disfigured by crime: If victim has insurance, CalVCP pays co-pay. If the victim does not have insurance, CalVCP pays 80% of the doctor bill and 100% of the facility (hospital) at CalVCP rate

Dental: If victim has insurance, CalVCP pays co-pay. If victim does not have insurance, CalVCP pays 75% of billed amount

Chiropractic, acupuncture, massage therapy, or bio feedback: Victim can be compensated for a maximum of 20 sessions

Retrofitted Car purchase or modification required because of injury to the victim: \$30,000

The maximum benefit allowed to any victim is \$63,000.

Not all victims of eligible crimes will qualify for compensation. Victims who are currently on felony probation or parole will be denied compensation benefits. For example, for a victim who was beaten and raped while on parole, only the expenses incurred after the parole status is lifted will be reimbursed. A victim who has “contributed to” or had “involvement” in the crime may be determined ineligible for victim compensation benefits. For example, an intoxicated teenager, who was an injured passenger in a DUI crash, may be denied compensation for “partying” with the intoxicated driver before the collision based on “involvement.”

Victims of property, identity theft, financial scams and crimes, especially where losses are substantial, often suffer devastating emotional trauma. Recovery from these crimes can be very challenging for some victims, especially where the losses were substantial or where the victims’ financial assets were very few to begin with. With no allowable victim compensation funds, these victims must wait until the suspect is apprehended, charged, convicted, restitution ordered and collected, before any monetary relief is forthcoming for crime related losses.

Common losses not compensated are property losses stolen or damaged because of:

- Residential burglary;
- Car theft;
- Vandalism;
- Identity theft;

- White collar crime and financial scams;
- Real estate fraud

In order to address the financial burden resulting from a victim being required to participate in the criminal justice process, LADA recommends that the Board of Supervisors direct the Countywide Criminal Justice Coordination Committee (CCJCC) to explore opportunities for the County and the Court to mitigate the financial impact on victims emanating from participation in the criminal justice process.

A PLAN TO ADDRESS THE GAP IN RESTITUTION COLLECTION CREATED BY AB109

“... [R]esearch found that collecting restitution often does not happen. If jailed inmates are released without any probation supervision, there is no mechanism to collect victim restitution when the offender returns to the community. Judges and prosecutors (say) that a critical oversight of AB109 was that no one addressed these victim issues.”⁶⁴

Realignment created a serious gap in honoring victims’ rights.⁶⁵ This gap is especially significant with regard to defendants serving time in county prison who currently are not paying restitution from their inmate wage and trust accounts to satisfy court orders for restitution. In addition, defendants on mandatory supervision and post release community supervision following their release from incarceration are not paying restitution because there is no local collection mechanism operating to assist victims in enforcing their court orders.

Convicted criminals sentenced pursuant to AB 109-Criminal Realignment statutes⁶⁶ may spend significant time in county jail. During this time, they often have inmate wage and trust accounts with funds that could be confiscated to satisfy direct restitution owed to their victims pursuant to court orders.

CDCR has had the authority to collect restitution payments for victims from inmates in its custody for some time. In 2012, the Legislature amended Penal Code section 2085.5 to allow for similar collection from county prisoners as a correction to their lapse in the initial Realignment statutes. On January 1, 2015, Penal Code section 2085.6 will become effective and authorizes collection from defendants on mandatory supervision following release from county prison and from defendants on post release community supervision. To date, this County has not acted upon the statutory opportunity provided by amendments to the Penal Code that remediated the original failure of the Legislature to grant local collection authority. Victims have been disadvantaged and disenfranchised by the initial failure to authorize county level collection and then subsequently by the lack of implementation of an existing law authorizing collection from county administered

⁶⁴ California Prison Downsizing and Its Impact on Local Criminal Justice Systems by Joan Petersilia (May 2014). <http://www.law.stanford.edu/sites/default/files/child-page/183091/doc/slspub/Petersilia%20Harvard%20AB%20109%20Proof.pdf>

⁶⁵ Ibid.

⁶⁶ Penal Code § 1170(h) et.seq.

inmate wage and trust accounts.⁶⁷ The County should now close this enforcement gap by creating a working group to design a collection mechanism by criminal justice stakeholders and then implementing their recommendations.⁶⁸

Restitution collection from inmates in county jail is not a victim service that LADA is wholly situated to undertake. LADA obtains orders on behalf of victims. Collection is best left to county departments with experience and familiarity with large scale collection. However, LADA is vitally interested in working collaboratively with the Sheriff; the Treasurer-Tax Collector; the Auditor-Controller; and Probation, to investigate and make recommendations to the Board about a workable system allowing for collection from county inmates wage and trust accounts’;

We recommend that the Board of Supervisors convene a working group of top level decision makers from LASD, the Auditor-Controller, the Treasurer-Tax Collector, Probation, and District Attorney’s Office, to investigate and recommend a local collection system to assist victims with their constitutional right to restitution from convicted defendants who are in county prison; on mandatory supervision; and, on post release community supervision.

PROPOSED STRATEGIC PLAN FOR VICTIM SERVICES

LADA will prepare and present a Strategic Plan for addressing the gaps in service delivery to victims identified in this report. In this plan, we will encourage the Board to reinforce the County’s firm commitment to reducing the trauma that victims suffered at the hands of criminals. The Strategic Plan will offer proposals designed to do the following:

- Make comprehensive VWP services available to more crime victims suffering trauma and or injury, while continuing to prioritize making services available for victims of violence and threats of violence.
- Establish new sites, especially in LASD stations.
- Raise service levels at existing sites with high crime, serving poor and marginalized victims.
- Add to existing specialized advocacy units.
- Enable staffing of new specialized advocacy units for emerging victim classes.
- Expand services to victims of nonviolent crimes.
- Add REP paralegals to five high volume sites to help victims’ with obtaining restitution orders.
- Establish a mechanism to collect court ordered restitution from inmates in County jail.
- Address the financial burden placed upon victims who participate in the court process.

⁶⁷ "California used to have some of the strongest victim rights of any state, but judges worry that AB 109 is diluting some of these long-fought-for legal rights. . . . California’s victim rights are not being upheld under Realignment..." California Prison Downsizing and Its Impact on Local Criminal Justice Systems by Joan Petersilia (May 2014). <http://www.law.stanford.edu/sites/default/files/child-page/183091/doc/slspublic/Petersilia%20Harvard%20AB%20109%20Proof.pdf>

⁶⁸ A recent Santa Clara Grand Jury Report severely criticized county officials involved in the administration of criminal justice for failing to institute a post-Realignment restitution collection system. http://www.sccourt.org/court_divisions/civil/cgj/2014/VictimRestitution.pdf

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TOLL FREE 1(800) 380-3811

<u>LOCATION</u>	<u>NAME/TITLE</u>	<u>PHONE</u>	<u>FAX</u>
ADMINISTRATIVE HDQTRS [131] 3204 Rosemead Blvd., Ste. 200 El Monte, CA 91731	DONNA WILLS <i>Program Director</i> KATHY CADY <i>Special Assistant</i>	(626) 927-2525 (626) 927-2505	(626) 569-9541
DIRECT SERVICES DIVISION	CONNIE ARAMBULA, S <i>Assistant Program Administrator Direct Services</i>	(626) 927-2510	(626) 569-9541
FIELD DEPUTY	SHARI FARMER <i>Community Outreach Coordinator</i>	(626) 927-2538	(626) 307-1519
CLAIMS VERIFICATION UNIT [27] 3220 Rosemead Blvd., Ste. 210 El Monte, CA 91731	MICHELLE WALLACE <i>Assistant Program Administrator Claims Verification Unit</i>	(626) 572-6391	(626) 307-0594

ADMINISTRATIVE SUPPORT STAFF

ADMINISTRATIVE OFFICE [131] El Monte, CA 91731	ALEX REYNOSO, Office Manager, ASL MONIQUE TYRONE, Secretary ERIKA HINOJOSA, ITC, S JOSEPHINE CHO, ITC, C RASHAUNDA FLEMING, ITC,	(626) 927-2508 (626) 927-2504 (626) 927-2500 (626) 927-2500	(626) 569-9541 (626) 569-9541 (626) 569-9541 (626) 569-9541
CRIMINAL JUSTICE CENTER [26] 210 W. Temple St., Ste. 12-514 Los Angeles, CA 90012	FABIAN ESTRADA, IC S	(213) 974-7490	(213) 625-8104

DIRECT SERVICES SUPERVISORS

CRIMINAL JUSTICE CENTER [26] 210 W. Temple St., Ste. 12-514 Los Angeles, CA 90012	ISMAEL ZEPEDADIAZ, SVSR S	(213) 974-1623 (213) 974-7490	(213) 625-8104
ADMINISTRATIVE HDQTRS [131] 3204 Rosemead Blvd., Ste. 200 El Monte, CA 91731	VICTORIA CARTER, SVSR TAMBRIA DECORSE, SVSR	(626) 927-2512 (626) 927-2538	(626) 307-1519 (626) 307-1519

CLAIMS VERIFICATION SUPERVISORS

CLAIMS VERIFICATION UNIT [27] 3220 Rosemead Blvd., Ste. 210 El Monte, CA 91731	KARALINA CROSS, SVSR ROBERTO ROBINSON, SVSR, S CYNTHIA LEON, SVSR, S	(626) 572-6378/79 (626) 572-6371/72 (626) 572-6364/65	(626) 280-0817 (626) 280-0817 (626) 307-0594
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Appendix I

DIVISION I**ISMAEL ZEPEDADIAZ, SVSR****VICTIM CENTER LOCATIONS****CLARA SHORTRIDGE-FOLTZ [26]****CRIMINAL JUSTICE CENTER**

210 W. Temple St., Ste. 12-514
Los Angeles, CA 90012

NAME

KAREN ALLEN
IVONNE SAMANIEGO, S
SINDY VAR
MONICA NESMITH
MARIA ALONSO, S
(M, T, F a.m.)

PHONE

(213) 974-7399
(213) 974-9882
(213) 974-1637
(213) 974-1636
(213) 974-1635

FAX

(213) 625-8104
(213) 633-0990
(213) 625-8104
(213) 625-8104
(213) 625-8104

FAMILY VIOLENCE DIVISION [302]**CRIMINAL JUSTICE CENTER**

210 W. Temple St., Rm. 18-603
Los Angeles, CA 90012

AMALIA BAGRATYAN, R
MARIA ALONSO, S

(213) 974-9795
(213) 974-1635

(213) 617-9720

INGLEWOOD AREA OFFICE [31]

One Regent St., Rm. 405
Inglewood, CA 90301

NICOLE BRYANT
(M, T, Alt. F.)

(310) 419-6764

(310) 674-7839

SEX CRIMES DIVISION [303]**HALL OF RECORDS**

320 W. Temple St., Rm. 740
Los Angeles, CA 90012

MARIA DEL CARMEN LOPEZ, S
IVONNE SAMANIEGO, S

(213) 974-3801
(213) 974-9882
(213) 974-1635

(213) 625-2810
(213) 625-8104
(213) 625-8104

REALIGNMENT VICTIMS SERVICES PROGRAM (RVSP)**CRIMINAL JUSTICE CENTER**

210 W. Temple St., Ste. 12-514
Los Angeles, CA 90012

ERIK MARDIROSIAN, A
JOSE ROJAS, S

(213) 893-7899
(213) 974-2039

(213) 633-0990

UNDERSERVED VICTIM PROGRAM**CLARA SHORTRIDGE-FOLTZ
CRIMINAL JUSTICE CENTER**

210 W. Temple St., Ste. 17-603
Los Angeles, CA 90012

HARDCORE GANG UNIT [26]

EDER HERNANDEZ, S
MONICA NESMITH

(213) 974-3906
(213) 974-1636

(213) 626-1322
(213) 625-8104

UNDERSERVED VICTIM PROGRAM**COMPTON BRANCH OFFICE [29]**

200 W. Compton Blvd., Rm. 700
Compton, CA 90220

HARDCORE GANG UNIT
JESSICA CASTELLANOS

(310) 603-7127

(310) 537-5675

CENTRAL L.A.P.D. [43]

251 E. Sixth St.
Los Angeles, CA 90014

LOUIE MENDEZ, S

(213) 627-1619

(213) 847-2956

HOLLYWOOD L.A.P.D. [44]

1358 N. Wilcox Ave.
Los Angeles, CA 90028

MARIA FOSTER, S
(T, TH)

(323) 871-1184

(323) 957-6489

JUVENILE L.A.P.D.

100 W. 1st Street: 3rd Floor
Los Angeles, CA 90012

MARIA ALONSO, S
(W, TH, F p.m.)

(213) 486-0592

(213) 486-0466

RAMPART L.A.P.D. [45]

1401 W. 6TH Street
Los Angeles, CA 90017

MARIA FOSTER, S
(M, W, F)

(213) 483-6731

(213) 484-3455

SOUTHEAST L.A.P.D. [46]

145 W. 108TH St.
Los Angeles, CA 90061

NICOLE BRYANT
(W, TH)

(323) 754-8064

(323) 418-0728

Appendix I
DIVISION II
TAMBRIA DECORSE, SVSR

<u>VICTIM CENTER LOCATIONS</u>	<u>NAME</u>	<u>PHONE</u>	<u>FAX</u>
ALHAMBRA BRANCH OFFICE [127] 150 W. Commonwealth Ave. Alhambra, CA 91801	KATHLEEN SIM, V, C	(626) 308-5417	(626) 281-4724
ANTELOPE VALLEY BRANCH [28] 42011 4 th Street West, Rm. 3530 Lancaster, CA 93534	CHERYL AJIROGI KRISTINA FLORES	(661) 974-7717 (661) 974-7716	(661) 974-7227
EAST L.A. AREA OFFICE [113] 4848 E. Civic Center Way, Rm. 201 Los Angeles, CA 90022	SUSAN ESCALERA, S (T, TH)	(323) 780-2045	(323) 269-4869
EL MONTE AREA OFFICE [123] 11234 E. Valley Blvd., Rm. 110 El Monte, CA 91731	SUSAN ESCALERA, S (M, W, F)	(626) 575-5565	(626) 442-6543
NORWALK BRANCH OFFICE [35] 12720 Norwalk Blvd., Rm. 201 Norwalk, CA 90650	MARTHA CARBAJAL, S MONICA SEBASTIAN (W, TH, ALT. F)	(562) 807-7404 (562) 807-7230	(562) 929-6776
PASADENA BRANCH OFFICE [36] 300 E. Walnut St., Rm. 103 Pasadena, CA 91101	TRACEY RUBY	(626) 356-5727	(626) 793-5329
POMONA BRANCH OFFICE [37] 400 Civic Center Plz., Rm. 201 Pomona, CA 91766	ALBERTO HERRERA, S MONICA SEBASTIAN (M, T, ALT. F)	(909) 620-3381 (909) 620-3373	(909) 397-9245
SAN FERNANDO BRANCH [38] 900 Third St., 3 rd Floor San Fernando, CA 91340	MARIBEL ANDRADE, S ARLENE ZENDEL (M, T, TH)	(818) 898-2406 (818) 898-2799	(818) 898-2404
VAN NUYS BRANCH OFFICE [41] 6230 Sylmar Ave., 2 nd Floor Van Nuys, CA 91401	LUISE ASHLEY ARLENE ZENDEL (W, F)	(818) 374-3075 (818) 374-2159	(818) 374-2102
WEST COVINA AREA OFFICE [122] 1427 W. Covina Parkway, Room 105 West Covina, CA 91790	SAEKO TEW, J	(626) 813-3169	(626) 337-2941
ELDER ABUSE SECTION [134] 201 N. Figueroa St., Ste. 1200 Los Angeles, CA 90012	JOANN APEWAJOYE	(213) 580-8742	(213) 482-4967
SOUTHWEST L.A.P.D. [47] 1546 Martin Luther King Blvd. Los Angeles, CA 90062	MONIQUE JORDAN	(323) 296-8645	(323) 295-2486
UNDERSERVED VICTIM PROGRAM HARDCORE GANG UNIT NORWALK BRANCH POMONA BRANCH	MONICA SEBASTIAN	(562) 807-7230 (909) 620-3373	(562) 929-6776 (909) 629-6876

Appendix I
DIVISION III
CONNIE ARAMBULA, APA
(626) 927-2510

VICTIM CENTER LOCATIONS

AIRPORT BRANCH OFFICE [132]
11701 S. La Cienega Blvd., Rm. 611
Los Angeles, CA 90045

COMPTON BRANCH OFFICE [29]
200 W. Compton Blvd., Rm. 700
Compton, CA 90220

LONG BEACH BRANCH OFFICE [33]
275 Magnolia Ave., Suite 3195
Long Beach, CA 90802

TORRANCE BRANCH OFFICE [33]
825 Maple Avenue, Rm 190
Torrance, CA 90503

NAME

ANGELIQUE WIGGINS

**SYLVIA NUNEZ
MARIA GUERRERO, S**

**DONNA BURNS
SIMONE DUONG**

REYNA LOPEZ MENDOZA, S

PHONE

(310) 727-6516

**(310) 603-7579
(310) 603-7574**

**(562) 247-2068
(562) 247-2069**

(310) 222-3599

FAX

(310) 727-0550

(310) 537-5675

(562) 435-5808

(310) 752-3480



LOS ANGELES COUNTY DISTRICT ATTORNEY'S OFFICE VICTIM-WITNESS ASSISTANCE PROGRAM

JACKIE LACEY • District Attorney
SHARON J. MATSUMOTO • Chief Deputy District Attorney
PAMELA BOOTH • Assistant District Attorney

DONNA WILLES • Director

CLAIMS VERIFICATION UNIT [27]

P.O. Box 6228
El Monte, CA 91734

Office (626) 572-6366
Toll Free 1(800) 492-5944
All Emergency Allocations, Relocations, & Funeral Burial docs

Fax (626) 280-0817
Fax (626) 307-0594
Fax (626) 280-6257

MICHELLE WALLACE
ASSISTANT PROGRAM ADMINISTRATOR
(626) 572-6391

UNIT I

KARALINA CROSS, SVSR
(626) 572-6378/79

KATHY GARCIA
(626) 927-2553

CLINT MOLEZION
(626) 572-6382

ELIZABETH PEREZ, S
(626) 572-6389

MARIXA RIVAS, S
(626) 927-2552

BRIAN UYEHARA
(626) 572-6381

UNIT II

ROBERTO ROBINSON, SVSR, S
(626) 572-6371/72

ZENOLA JOHNSON
(626) 572-6386

FIDEL MARTINEZ
(626) 572-6375

ENRILE TANDO JR.
(626) 572-6376

SUSAN ZABALA, S
(626) 572-6387

UNIT III

CYNTHIA LEON, SVSR, S
(626) 572-6364/65

LOREN DE LA TORRE
(626) 572-6374

LEILANI HATHAWAY
(626) 927-2554

AUDREY HUGGINS
(626) 572-6383

ALEJANDRA LOPEZ, S
(626) 927-2555

LAURA MISCONI
(626) 572-6377

ANALIE PITALLANO
(626) 572-6385

CELESTINA TORRES, S
(626) 572-6384

SUPPORT STAFF
SONIA VIZCARRA, S STC
(626) 927-2556

JOHN AYALA, S
(626) 572-6390

GABRIELA ALVAREZ, S
(626) 572-6369

DON LAI, C, V
(626) 927-2507

CHEREE SHORTS
(626) 572-6373

TYKESHIA ORTIZ
(626) 572-6370

Appendix A I



OFFICE OF THE LOS ANGELES CITY ATTORNEY MICHAEL N. FEUER VICTIM ASSISTANCE PROGRAM PROGRAM ROSTER LAST UPDATED: 04-02-14

CENTRAL OFFICE # 16

201 North Los Angeles Street, Room 3018
Los Angeles, CA 90012
(213) 978-2097 Public Inquiry Phone
(213) 978-2178 Fax
(213) 979-8313 TDD

STOP#1408

Refer to the Central Office Public Inquiry Phone Number:

Program Director: DEREK TENNELL
E-Mail: derek.tennell@lacity.org
Asst. Director: KATHY COLOBONG (2nd Monday 7:30-5:00pm)
E-Mail: kathy.colobong@lacity.org

CENTRAL OFFICE - LGBT PROGRAM #16

JOANNE ZARATAN (1st Friday: 7:30-5:00)
(213) 978-2172 Phone
(213) 978-2097 Fax
E-Mail: Joanne.Zaratan@lacity.org
GEORGE PRENO (M,T,Th,F: 8:00-5:00)
(213) 978-2168 Phone
E-Mail: George.Preno@lacity.org

STOP# 1408 HARBOR AREA LAPD # 18

2175 John S. Gibson Blvd
San Pedro, CA 90731
YOLANDA IRVINE (M-F: 9:00 - 6:00)
(310) 728-7788 Phone
(310) 728-7980 Fax
E-Mail: Yolanda.Irvine@lacity.org

STOP # 403

77TH STREET AREA LAPD # 20

7600 South Broadway St
Los Angeles, CA 90003
(213) 485-8848 Phone
(213) 473-4803 Fax
ANGELA MORENO (s) (2nd Friday: 7:00 - 4:30)
E-Mail: VA005@lcapd.lacity.org

STOP # 411

VAN NUYS CITY ATTORNEY'S OFFICE # 19 STOP# 147

6262 Van Nuys Blvd., Room 151
Van Nuys, CA 91401
(818) 374-3333 Phone
(818) 374-3313 Fax
ESTHER NIELL (s) (1st Mon Off: 7:30-5:00)
E-Mail: Esther.Niell@lacity.org
EDUAR HUIZA (s) (2nd Friday Off: M, Th: 7:00 - 4:30)
E-Mail: Edwar.Huiza@lacity.org

HOLLENBECK AREA LAPD # 101

2111 E. First Street
Los Angeles, CA 90033
PAULA RAMOS (s) (2nd Friday: 8:00 - 5:30)
(323) 342-4103 Phone
(323) 342-4167 Fax
E-Mail: VA001@lcapd.lacity.org

STOP # 405

WILSHIRE AREA LAPD # 25

4861 Venice Blvd.
Los Angeles, CA 90019
DORIS HERNANDEZ (s) (1st Friday Off: 7:00 - 4:30)
(213) 922-8238 Phone
(213) 473-0452 Fax
E-Mail: VA008@lcapd.lacity.org

STOP # 419

NEWTON AREA LAPD # 21

3400 South Central Ave.
Los Angeles, CA 90011
JULIE BRIONES (s) (1st Thurs: 7:30-5:00)
(323) 848-5374 Phone
(323) 848-6588 Fax
E-Mail: VA005@lcapd.lacity.org

STOP # 408

CLAIMS VERIFICATION UNIT

Public Address: P.O. Box 350
Van Nuys, CA 91408

STOP # 279

Phone: (818) 374-8850 Fax Numbers:
(818) 374-9881 5th Floor (818) 374-9879
(818) 374-9882 6th Floor (818) 374-9819

NORTHEAST AREA LAPD # 22

3353 San Fernando Road
Los Angeles, CA 90005
EDUAR HUIZA (s) (2nd Friday, T, W, F: 7:00-4:30)
(323) 344-5709 Phone
(213) 847-0669 Fax
E-Mail: VA003@lcapd.lacity.org

STOP # 404

ADMINISTRATION:

TAMMIE FAGAN (818) 374-9877
E-Mail: Tammie.Fagan@lacity.org

Clerical:

DIANA MORALES (s) (818) 374-9875
E-Mail: diana.morales@lacity.org

Verifiers:

ELDEENA BROWN (818) 374-9869
E-Mail: eldeena.brown@lacity.org
BRANDI BLACKSHEAR (818) 374-9870
E-Mail: brandi.blackshear@lacity.org
ANA MORALES (s) (818) 374-9876
E-Mail: ana.morales@lacity.org

NORTH HOLLYWOOD AREA LAPD # 23

11640 Burbank Blvd.
North Hollywood, CA 91601
GABRIELA CASTILLO (s) (1st Monday: 7:00-4:30 pm)
(818) 623-4056 Phone
(818) 623-4121 Fax
E-Mail: Gabriela.Castillo@lacity.org

STOP # 409

ALYMELEC SILVA (s) (818) 374-9871
E-Mail: alymelec.silva@lacity.org
LETICIA YANEZ (s) (818) 374-9858
E-Mail: leticia.yanez@lacity.org

OLYMPIC LAPD - #121

1130 South Vermont Ave
Los Angeles, CA 90006
(213) 382-6654 Public Inquiry Phone
(213) 382-6645 Fax
SEONG CHUNG (k) (1st Thurs/2nd Mon: M-F: 8-5pm)
E-Mail: Seong.Chung@lacity.org

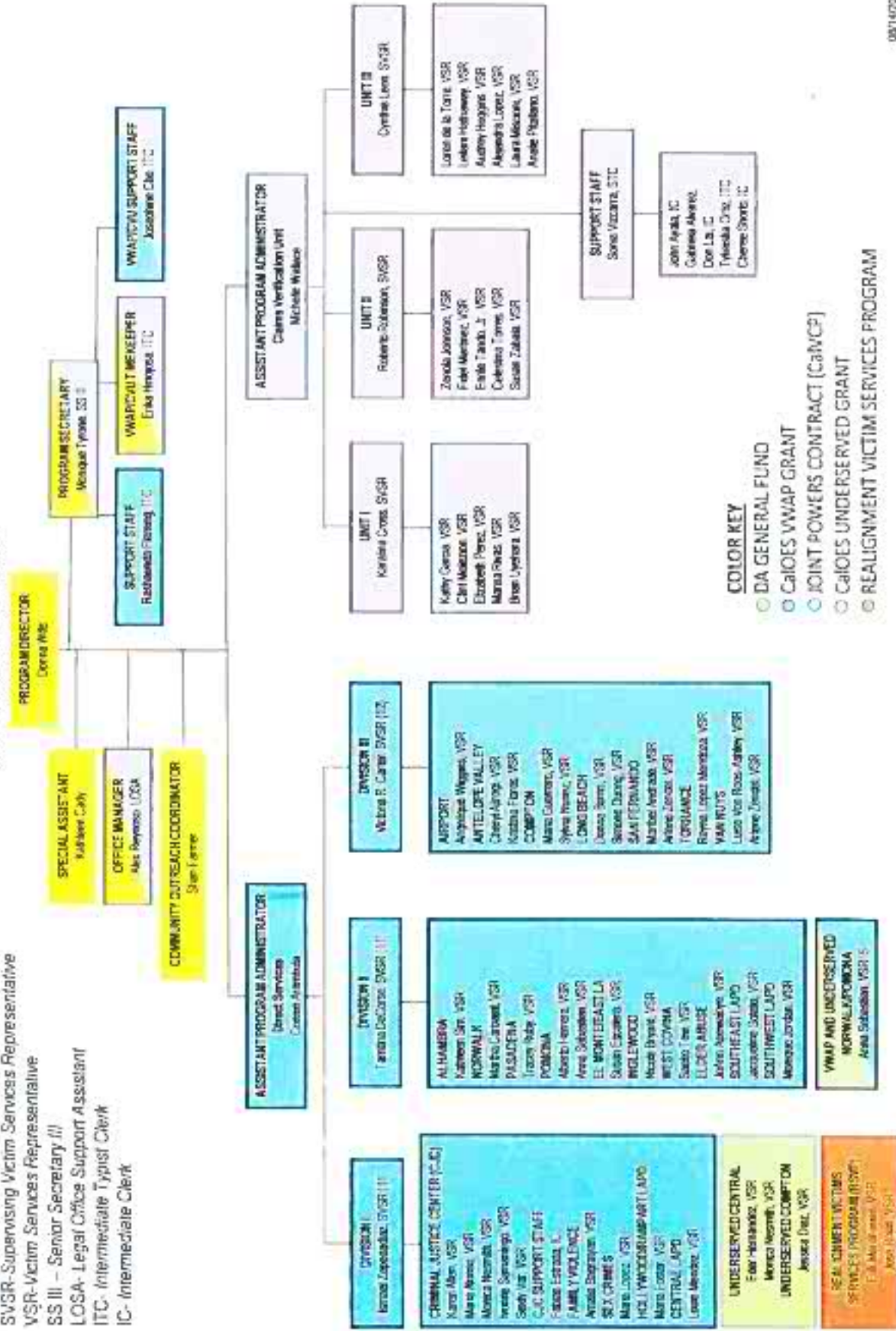
STOP # 408-1139

(s) Spanish (k) Korean

LOS ANGELES COUNTY DISTRICT ATTORNEY'S VICTIM-WITNESS ASSISTANCE PROGRAM STAFF FUNDING RESOURCES

LEGEND

- SVSR- Supervising Victim Services Representative
- VSR- Victim Services Representative
- SS III – Senior Secretary (I)
- LOSA- Legal Office Support Assistant
- ITC- Intermediate Typist Clerk
- IC- Intermediate Clerk





**Los Angeles County
Chief Executive Office**

Class Specification: VICTIM SERVICES REPRESENTATIVE I

ITEM NUMBER: 1565

APPROVAL DATE: 06/20/2001

DEFINITION:

Learns to assist victims of crimes and witnesses in obtaining a variety of services, determine eligibility for reimbursement for financial losses resulting from crimes, and obtains victims and witnesses participation in the prosecution of such crimes.

CLASSIFICATION STANDARDS:

Positions allocable to this entry level class learn to assist victims of such crimes as robbery, assault with a deadly weapon, and rape in requesting compensation through California's Victim of Crimes Program and in obtaining a wide range of victim services including specialized post trauma health care, community agency support services, child care, emergency assistance, and relocation housing allowances for endangered victims, witnesses, or battered women. These positions also learn to assist victims complete claims forms for reimbursement of financial losses resulting from a crime, verify and evaluate information provided to determine eligibility and process claims for payment through the State automated case management system. These positions also learn to develop witness participation in the criminal justice process and ways to help witnesses resolve such problems as obtaining transportation, child care services or approval to take time off from work.

Positions in this class are distinguished from Victim Services Representative II by their assignment in a learning capacity to the Central Unit of the District Attorney Victim-Witness Services Program or another assignment requiring a limited degree of independence and where technical review of work may be made on a frequent basis.

EXAMPLES OF DUTIES:

Screens victims and witnesses of cases referred by District Attorney staff, law enforcement officers, and other agencies to determine eligibility under the California Victim of Crimes Program including reimbursement for monetary loss and other services available.

Interviews victims and witnesses to assess the kind of assistance required, provides crisis intervention as necessary, and makes referrals for services to community agencies, social or psychological services and other service providers.

Assists victims in applying for benefits which may include reimbursement for medical expenses, lost income or wages, funeral costs, and job rehabilitation by obtaining necessary data on the crime, income or wage loss suffered by the victim, public

assistance and insurance benefits received, and medical treatment and its cost and assists victims in completing a wide variety of claims documents.

Reviews claims forms submitted by victims to determine eligibility, verifies and evaluates amount of financial losses and processes claims for payment through the State automated case management system; sends notification letters to clients and service providers.

Acts as liaison between victims or witnesses and Deputy District Attorneys or law enforcement officers including coordinating the time and place of interviews and advising victims and witnesses of case progress and court procedures.

Counsels and encourages victims and witnesses to develop a positive attitude and an understanding of the importance of their cooperation with law enforcement agencies; provides court support as requested.

Contacts employers of victims or witnesses to enlist their assistance and cooperation in resolving work related problems resulting from the direct effect of or subsequent events related to a crime.

May be assigned to a unit responsible for victim claims verification or other specialized services.

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

One year's paid or unpaid experience in a criminal justice agency working on programs designed to assist victims of crime -OR- Two years' experience in a public or private community services agency interviewing clients to obtain personal information, advising clients of programs and services, and assisting clients in preparing applications for services -OR- Completion of 60 units in an accredited college with course work in social sciences, law enforcement, or a related human service field.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.

SPECIALTY REQUIREMENTS:

*Specialized examinations may include:

Specialty / *Change requirements to read

Victim Claims

One year's experience verifying victim restitution claims for a public agency -OR- One year's experience performing specialized and complex accounting clerical work.



**Los Angeles County
Chief Executive Office**

***Class Specification:* VICTIM SERVICES REPRESENTATIVE II**

ITEM NUMBER: 1566

APPROVAL DATE: 06/20/2001

DEFINITION:

Assists victims of crimes and witnesses in obtaining a variety of services and reimbursement for financial losses resulting from crimes under the Victim Witness Assistance Program; obtains victim and witness participation in the prosecution of such crimes.

CLASSIFICATION STANDARDS:

Positions allocable to this journey level class receive technical and administrative supervision from a Supervising Victim Services Representative. Positions are responsible for assisting victims of such crimes as robbery, assault with a deadly weapon, and rape to obtain a wide range of victim services including specialized post trauma health care, community agency support services, child care and emergency assistance, and relocation housing allowances for endangered victims, witnesses or battered women. Positions also assist victims to prepare claims for reimbursement for financial losses resulting from a crime, verify and evaluate information provided to determine benefit eligibility and process claims for payment through the State automated case management system. Positions are also responsible for obtaining witness participation in the criminal justice process and for helping witnesses resolve such problems as obtaining transportation, child care services or approval to take time off from work.

Positions in this class are distinguished from Victim Services Representative I by their high degree of independence in performing a broad range of victim service functions requiring a comprehensive knowledge of community resources and statutes and other regulations governing victims. Incumbents work cooperatively with and may receive general direction from the attorney-in-charge of a District Attorney office or from the officer-in-charge of a law enforcement station detective unit.

EXAMPLES OF DUTIES:

Screens victims and witnesses of cases referred by District Attorney staff, law enforcement officers, and other agencies to determine eligibility for benefits and services under the California Victim of Crimes Act, including reimbursement for monetary loss and other services available.

Interviews victims and witnesses to assess the kind of assistance required and provides crisis intervention, emergency aid and referrals to community agencies, social or psychological services and other service providers, as appropriate; provides follow-up services to ensure their needs are being met and crime related problems are resolved.

Assists victims in completing claims forms for victim services and benefits which may include reimbursement for medical expenses, lost income or wages, funeral costs, and job rehabilitation by obtaining necessary information to evaluate victim's eligibility including data on the crime, income or wage loss suffered by the victim, public assistance and insurance benefits received, and medical treatment related costs.

Reviews, evaluates and verifies all financial losses and alternative reimbursement sources in order to determine the amount of benefit the victim is entitled to receive in accordance with established criteria under the Victim Witness Assistance Program and processes the State automated case management system; and sends notification letters to clients and service providers.

Acts as liaison between victims or witnesses and Deputy District Attorneys or law enforcement officers including coordinating the time and place of interviews and advising victims and witnesses of case progress and court procedures.

Counsels and encourages victims and witnesses to develop a positive attitude and an understanding of the importance of their cooperation with law enforcement agencies; provides court support as requested.

Contacts employers of victims or witnesses to enlist their assistance and cooperation in resolving work related problems resulting from the direct effect of or subsequent events related to a crime.

Conducts presentations for community groups, schools, and public service agencies on the services offered to victims of crimes, witnesses and family members under the State and County sponsored Victim Witness Assistance Program.

Documents case activity on the State automated case management system; prepares correspondence to victims and agencies regarding case status; completes summary case reports, maintains case logs and prepares monthly statistical reports for use by administration.

May assist in the training of other Victim Services Representatives and volunteers and/or direct the work of volunteers.

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

One year of responsible experience at the level of Victim Services Representative I assisting victims of crimes in applying for available assistance.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.



**Los Angeles County
Chief Executive Office**

***Class Specification:* SUPERVISING VICTIM SERVICES
REPRESENTATIVE**

ITEM NUMBER: 1570

APPROVAL DATE: 06/20/2001

DEFINITION:

Supervises the work of staff engaged in providing a variety of support services to assist victims of crime in obtaining benefits and reimbursements for losses resulting from crimes.

CLASSIFICATION STANDARDS:

Positions allocable to this class are found in the Victim-Witness Services Program Unit of the District Attorney's Office and work under the administrative and technical direction of an Assistant Program Administrator. Victim-Witness Assistance. Positions in this class serve as first-line supervisors with responsibility for planning, organizing, directing and coordinating the work of Victim Services Representatives and support staff assigned to field offices. Positions are also responsible for assisting management in the implementation of program goals, objectives and policies; interpreting policies and procedures for staff and making recommendations for program and procedural changes; assisting staff in resolving work related problems and finding alternative solutions to increase the effectiveness of the services provided to victims and witnesses.

Incumbents must exercise a knowledge of personnel administration and supervision, methods of planning and budgeting to meet staffing needs, State law and regulations, programs and policies related to the Victim Witness Assistance Program and criminal justice system. Incumbents must also have the ability to plan, assign, and evaluate the work of others, deal effectively with the public, and coordinate operations with other offices of the department and with other departments and public and private agencies associated with restitution and services to victims and witnesses.

EXAMPLES OF DUTIES:

Plans, assigns, directs, and evaluates and coordinates the work of staff and volunteers providing a variety of support services to victims of crimes and witnesses; monitors the quantity and quality of work, and takes corrective action as necessary.

Interprets and administers established program procedures, and regulations and standards, and determines case priorities based on victim or witness hardship and other factors.

Interviews and participates in the selection of personnel, investigates and prepares

written responses to employee grievances; recommends disciplinary action where indicated.

Participates in the review, analysis and implementation of new programs and services, policies, and procedures and standards of operation in accordance with the State program guidelines.

Coordinates unit operations with other divisions, departments, public and private agencies associated with the victim witness program.

Reviews cases for completeness, accuracy, consistency and conformity with state laws, regulations and policies; assures claims are processed in a timely manner.

Reviews and verifies victim claims for restitution and ensures eligibility for compensation in compliance with State program rules and regulations.

Reviews and approves requests for emergency assistance and awards to meet immediate needs of victims and/or witnesses.

Investigates and responds to inquiries from victims, witnesses, service providers, and community groups regarding program eligibility, payment of claims and other service related questions; takes appropriate actions.

Conducts unit meeting to promote staff development and to interpret state policies and procedures for effective program operations.

Represents management at meetings and assists management in developing policies and procedures for effective program operations.

Prepares periodic and special reports on program activities and accomplishments.

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

Two years' experience in assisting victims in providing services to victims witnesses of crimes and obtaining reimbursements for financial losses resulting from crimes at the level of Los Angeles County's class of Victim Services Representative II.

LICENSE:

A valid Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light

Victims' Bill of Rights Act of 2008:

MARSY'S
LAW

Effective December 13, 2008

VICTIMS' BILL OF RIGHTS

a victim in a criminal case, you are entitled to the following rights under Article I, §26(b) of the California Constitution.

(b) In order to preserve and protect a victim's rights to justice and due process, a victim shall be entitled to the following rights:

(1) To be treated with fairness and respect for his or her privacy and dignity, and to be free from intimidation, harassment, and abuse, throughout the criminal or juvenile justice process.

(2) To be reasonably protected from the defendant and persons acting on behalf of the defendant.

(3) To have the safety of the victim and the victim's family considered in fixing the amount of bail and release conditions for the defendant.

(4) To prevent the disclosure of confidential information or records to the defendant, the defendant's attorney, or any other person acting on behalf of the defendant, which could be used to locate or harass the victim or the victim's family or which disclose confidential communications made in the course of medical or counseling treatment, or which are otherwise privileged or confidential by law.

(5) To refuse an interview, deposition, or discovery request by the defendant, the defendant's attorney, or any other person acting on behalf of the defendant, and to set reasonable conditions on the conduct of any such interview to which the victim consents.

(6) To reasonable notice of and to reasonably confer with the prosecuting agency, upon request, regarding the arrest of the defendant if known by the prosecutor, the charges filed, the determination whether to extradite the defendant, and, upon request, to be notified of and informed before any pretrial disposition of the case.

DA-2017-2019

(7) To reasonable notice of all public proceedings, including delinquency proceedings, upon request, at which the defendant and the prosecutor are entitled to be present and of all parole or other post-conviction review proceedings, and to be present at all such proceedings.

(8) To be heard, upon request, at any proceeding, including any delinquency proceeding, involving a post-arrest release decision, plea, sentencing, post-conviction release decision, or any proceeding in which a right of the victim is at issue.

(9) To a speedy trial and a prompt and final conclusion of the case and any related post-judgment proceedings.

(10) To provide information to a probation department official conducting a pre-sentence investigation concerning the impact of the offense on the victim and the victim's family and any sentencing recommendations before the sentencing of the defendant.

(11) To receive, upon request, the pre-sentence report when available to the defendant, except for those portions made confidential by law.

(12) To be informed, upon request, of the conviction, sentence, place and time of incarceration, or other disposition of the defendant, the scheduled release date of the defendant, and the release of or the escape by the defendant from custody.

(13) To restitution.

(14) To the prompt return of property when no longer needed as evidence.

(15) To be informed of all parole procedures, to participate in the parole process, to provide information to the parole authority to be considered before the parole of the offender, and to be notified, upon request, of the parole or other release of the offender.

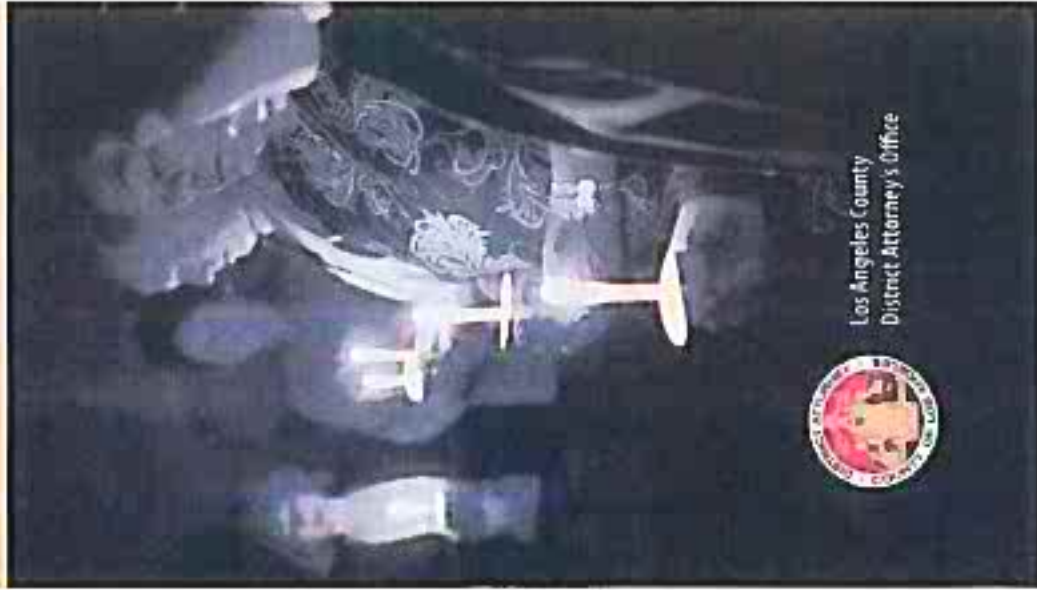
(16) To have the safety of the victim, the victim's family, and the general public considered before any parole or other post-judgment release decision is made.

(17) To be informed of the rights enumerated in paragraphs (1) through (16).

Please be advised that criminal cases may be resolved as early as the first court appearance.



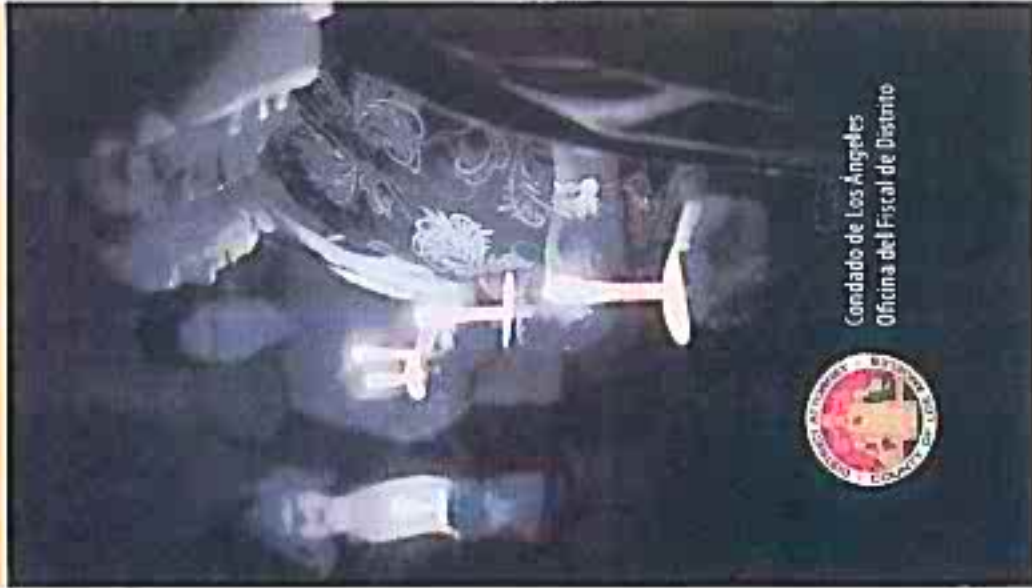
Los Angeles County
District Attorney's Office



Ley de Derechos Civiles de las Víctimas de 2008

LEY DE MARSY

Vigente desde el 13 de Diciembre de 2008



Condado de Los Angeles
Oficina del Fiscal de Distrito

LEY DE DERECHOS CIVILES DE LAS VÍCTIMAS

Como víctima en un caso criminal, usted
tiene derecho a los siguientes derechos
contenidos en el Artículo 1, § 28(b) de la
Constitución de California.

(b) Para preservar y salvaguardar el derecho de una
víctima a la justicia y el proceso debido, la víctima tiene
de tener los siguientes derechos:

(1) Ser tratado con amplitud y respeto por su privacidad
y dignidad y no ser intimidado, acosado o maltratado a lo
largo del proceso de justicia criminal o el proceso de justicia
de menores.

(2) Contar con protección razonable del acusado y de
las personas que actúan en nombre del acusado.

(3) Que se tome en consideración la seguridad de la
víctima y de su familia cuando se fijan la fianza y las reglas
asociadas a la libertad del acusado.

(4) Que se prevenga la divulgación, al acusado, su
abogado o cualquier otra persona que actúe en nombre
del acusado, de información o registros confidenciales que
se pudieran utilizar para localizar o acosar a la víctima o
a su familia o que revelen comunicaciones confidenciales
realizadas durante tratamientos médicos o sesiones de
consejería o que se consideren privilegiadas o confidenciales
por ley.

(5) Intentar, a ser entrevistado, a presentar
una declaración jurada o a cumplir una petición de
descubrimiento de parte del acusado, su abogado o
cualquier otra persona que actúe en nombre del acusado y
fijar condiciones razonables con respecto a la manera en la
que se realizará cualquier entrevista que la víctima acepte
conceder.

(6) Recibir notificación razonable y consultar con la
fiscalía, si así lo solicita, con respecto al arresto del acusado
y en del caso enjuicio del fiscal, los cargos formulados, la
determinación de si se acusará al acusado y, si la solicita,
recibir notificación e información antes de que se tome
cualquier resolución pertinente al caso antes del juicio.

(7) Recibir notificación razonable de todos los
procesos públicos, incluso los procesos por delincuencia que
se lleven a cabo, si así lo solicita, en los cuales el acusado
y el fiscal tengan derecho a estar presentes y de todos los

procesos de libertad condicional o de libertad después de la
condena y estar presente en todos los procesos de apelación.

(8) Preservar su caso, si así lo solicita, en todo proceso,
incluidos los procesos por delincuencia que tengan que ver
con delincuencia relacionadas con la libertad después del
arresto, de las acciones de culpabilidad, lecturas de sentencia,
delincuencia relacionadas con la libertad después de la
condena o cualquier proceso en el cual algún derecho de la
víctima esté en juego.

(9) Tener un juicio rápido y una resolución pronta y
definitiva del caso y de cualquier proceso relacionado después
del fallo.

(10) Propiciar información al oficial del
departamento de libertad condicional encargado de la
investigación del procedimiento de libertad condicional a que el efecto
que el delito tiene sobre la víctima y su familia y cualquier
recomendaciones de sentencia antes de que el acusado sea
sentenciado.

(11) Recibir, si así lo solicita, el informe
precondicional en el momento en el que el acusado pueda
tener acceso al mismo, con la excepción de las secciones que
se consideren confidenciales por ley.

(12) Recibir información, si así lo solicita, de la
condena, la sentencia, el lugar y la hora de encastellamiento
del acusado o de cualquier otro resultado concerniente al
acusado, a la fecha prevista de liberación del acusado y a la
liberación a la fuga del acusado.

(13) Recibir restitución.

(14) Que se le denuncie, con prontitud, sus
permanencias cuando ya no se necesiten como evidencia.

(15) Ser notificado de todos los procesos de libertad
condicional, porque en todo proceso de libertad
condicional, proporcionar información para que las
autoridades la tomen en consideración antes de conceder la
libertad condicional al delincuente y se enfoca, si así
lo solicita, de la libertad condicional a cualquier otro tema
de libertad del delincuente.

(16) Que se tome en consideración la seguridad de
la víctima, su familia y la sociedad antes de que se tomen
decisiones relacionadas con la libertad condicional o con la
libertad después del fallo.

(17) Ser informado de los derechos enumerados en
los párrafos del (1) al (16).

Por favor, tenga presente que los casos criminales
se pueden resolver tan pronto (como en la primera
comparecencia ante el tribunal).

Operational Agreements (OA) Summary Form

List of Agencies/Organizations/Individuals		Date OA Signed (xx/xx/xxxx)	Dates of OA	
			From:	To:
1.	Alhambra Police Department	06/14/2012	07/01/2012	to 06/30/2015
2.	Angel Step Inn DV Services	05/08/2012	07/01/2012	to 06/30/2015
3.	Antelope Valley Domestic Violence Council	12/30/2013	07/01/2013	to 06/30/2016
4.	Antelope Valley Domestic Violence Council Child Abuse Treatment Program	12/30/2013	10/01/2013	to 09/30/2016
5.	Antelope Valley Domestic Violence Council Domestic Violence Assistance Program	12/30/2013	07/01/2013	to 06/30/2016
6.	Center to the Pacific Asian	04/19/2013	09/01/2013	to 08/31/2014
7.	Child & Family Guidance Center	09/20/2013	10/01/2013	to 09/30/2016
8.	Children's Institute Inc. (Child Abuse Treatment Program)	06/20/2013	10/01/2013	to 09/30/2016
9.	Children's Institute Inc. (Child Sexual Abuse Treatment Program)	06/20/2013	10/01/2013	to 09/30/2016
10.	Domestic Violence Center of the Santa Clarita Valley	02/19/2013	07/01/2012	to 06/30/2015
11.	El Monte Police Department	06/19/2012	07/01/2012	to 06/30/2015
12.	El Segundo Police Department	07/02/2012	07/01/2012	to 06/30/2015
13.	Foothill Family Services	07/26/2011	10/01/2011	to 09/30/2014
14.	For the Child	07/26/2011	10/01/2011	to 09/30/2014
15.	Gardena Police Department	05/26/2012	07/01/2012	to 06/30/2015
16.	Hawthorne Police Department	06/25/2012	07/01/2012	to 06/30/2015
17.	Hermosa Beach Police Department	06/02/2012	07/01/2012	to 06/30/2015
18.	House of Ruth (Child Abuse Treatment Program)	06/19/2013	10/01/2013	to 09/30/2016
19.	House of Ruth (Domestic Violence Assistance Program)	10/07/2009	07/01/2010	to 06/30/2015
20.	Inglewood Police Department	05/08/2012	07/01/2012	to 06/30/2015

Use additional pages if necessary.

	List of Agencies/Organizations/Individuals	Date OA Signed (xx/xx/xxxx)	Dates of OA	
			From:	To:
21.	Interval House	04/01/2013	07/01/2013	to 06/30/2016
22.	Jenesse Center, Inc.	06/01/2012	07/01/2012	to 06/30/2015
23.	Jewish Family Service of Los Angeles Family Violence Project	05/08/2012	03/01/2012	to 06/30/2015
24.	Jewish Family Service of Los Angeles Haven House	04/16/2012	07/01/2012	to 06/30/2015
25.	Long Beach Police Department	06/05/2012	07/01/2012	to 06/30/2015
26.	Long Beach Human Trafficking Task Force	05/01/2014	05/01/2014	to 12/31/2014
27.	Long Beach Trauma Recovery Center	05/06/2014	07/01/2014	to 05/30/2017
28.	L.A. Gay & Lesbian Center	08/22/2012	07/01/2012	to 06/30/2015
29.	Los Angeles County Department of Mental Health	05/30/2012	07/01/2012	to 06/30/2015
30.	Los Angeles County District Attorney's Office Family Violence Division	05/29/2012	07/01/2012	to 06/30/2015
31.	Los Angeles County District Attorney's Office Hardcore Gang Unit	06/26/2012	07/01/2012	to 06/30/2015
32.	Los Angeles County District Attorney's Office Sex Crimes Division	05/29/2012	07/01/2012	to 06/30/2015
33.	Los Angeles County District Attorney's Office Stalking and Threat Assessment Team	05/29/2012	07/01/2012	to 06/30/2015
34.	Los Angeles County Human Relations Commission	06/07/2012	07/01/2012	to 06/30/2015
35.	Los Angeles County Sheriff's Department	05/11/2012	07/01/2012	to 06/30/2015
36.	Los Angeles Police Department	07/12/2012	07/01/2012	to 06/30/2015
37.	Loved Ones Victim Services	08/02/2013	10/01/2013	to 09/30/2015
38.	Manhattan Beach Police Department	08/17/2012	07/01/2012	to 06/30/2015
39.	Montebello Police Department	06/14/2012	07/01/2012	to 06/30/2015
40.	Monterey Park Police Department	06/14/2012	07/01/2012	to 06/30/2015
41.	National Council of Jewish Women, Los Angeles	04/15/2013	07/01/2013	to 06/30/2016
42.	Palos Verdes Estates Police Department	06/22/2012	07/01/2012	to 06/30/2015

Use additional pages if necessary.

	List of Agencies/Organizations/Individuals	Date OA Signed (xx/xx/xxxx)	Dates of OA	
			From:	To:
43.	Pasadena Police Department	07/06/2012	07/01/2012	to 06/30/2015
44.	Peace Over Violence	04/11/2012	07/01/2012	to 06/30/2015
45.	Project Sister Family Services	04/11/2012	09/01/2012	to 08/31/2015
46.	Rainbow Services, Ltd.	05/30/2012	07/01/2012	to 06/30/2015
47.	Rape Treatment Center	06/06/2013	07/01/2013	to 06/30/2016
48.	Redondo Beach Police Department	06/25/2012	07/01/2012	to 06/30/2015
49.	Signal Hill Police Department	06/05/2012	07/01/2012	to 06/30/2015
50.	Sojourn	05/03/2011	07/01/2011	to 06/30/2015
51.	Su Casa Ending Domestic Violence	04/18/2013	07/01/2013	to 06/30/2016
52.	Torrance Police Department	06/23/2012	07/01/2012	to 06/30/2015
53.	United American Indian Involvement, Inc. (Child Abuse Treatment Program)	09/26/2013	10/01/2013	to 09/30/2016
54.	Valley Oasis	*	07/01/2013	to 06/30/2016
55.	Whittier Police Department	06/05/2012	07/01/2012	to 06/30/2015
56.	Wings of Refuge, Inc.	04/03/2013	02/01/2013	to 01/31/2016
57.	WomenShelter of Long Beach (Domestic Violence Response Team)	08/30/2011	10/01/2011	to 09/30/2014
58.	WomenShelter of Long Beach (Domestic Violence Assistance Program)	04/05/2013	07/01/2013	to 06/30/2016
59.	Women's and Children's Crisis Shelter	04/05/2013	07/01/2012	to 06/30/2015
60.	YWCA of Glendale	04/08/2013	07/01/2013	to 06/30/2016
61.	YWCA Greater Los Angeles Sexual Assault Crisis Services	06/11/2013	07/01/2013	to 06/30/2015
62.	YWCA San Gabriel Valley WINGS Domestic Violence Program	04/09/2013	07/01/2013	to 06/30/2016
63.	1736 Family Crisis Center	06/24/2013	07/01/2013	to 06/30/2016

Use additional pages if necessary.

RESTITUTION ENHANCEMENT PROGRAM - REP

